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##

## Acknowledgement and Scope

The major development of the BIHT Policy Guidelines and Instructions has been initiated by Mr. Sonam Tsheirng, Director in 2019. The Chairman supported the writing of the policy guidelines and the faculty contributed a lot of information that need to be included in the policy**.** After a several rounds of discussions and deliberations, the policy has been presented to the BIHT Board Members and endorsed.

The BIHT Policy Guidelines and Instruction shall provide a comprehensive information on the overall management system of BIHT where every employee shall have a clear guidelines to discharge duties. The policy has four sections viz. Management, Academic Affairs,Discipline and Roles and Responsibility. Some of the important high lights of the guidlines are: Management strategies, academic affairs, instructors‘ reward system , positive disciplining mechanism and many pertinent information that are crucially essential for all employees of BIHT. It is mainly aimed to avoid conflict in the areas of work and enhance work harmony so that BIHT moves on the road of development and success.

## A brief background

The BIHT was initially built in 2006-2007 as a resort by Mr. Tshewang Norbu a Bongde native. The resort was then called ‘Bongde Goma Resort’ and it ran until 2014. In March 2015, the proprietor collaborated with a Swiss Foundation called ‘Bhutan Learning Exchange Foundation’ which was led by Mr. Perieo Grandi (Swiss Foundation) and started the Institute. Mr. Adrien and Mr. Auke started the Institute with the first batch of 30 students

Although the foundation aimed to make the Institution sustainable within three years and handover to the proprietor, the foreign expatriates left due to unavoidable circumstances. However, the foundation still continues to provide support in both training and equipment. The foundation continues to offer 3 full scholarship every year and the team visits the Institute on an annual basis.

The Institute follows a unique modality of training where the trainees learn and work at the same time. The trainees get the first hands on experience by getting direct opportunity to work with the real guests. Hence by the end of six months training they become totally employable with the required hospitality skills.

Mr. Sonam Tshering a senior retired educationist and an educational leaderh has been appointed as the Director with effect from 1st March 2019. He has reformed and streamlined the management system to ensure quality delivery of training and enhancing enrolment to provide more scope to unemployed youth.

So far BIHT has trained over 300 youth and they are already employed in the hospitality industries across the country.

##

## Executive Summary

 The Policy Guidelines and instruction of the Bongde Institute of Hotel an Tourism covers all aspects of guidelines for employees to refer while discharging their duties and responsibility. The policy is divided under four sections viz. Management, Academic, Discipline and Roles and Responsibility.

The Management section offers 10 areas of management strategies which are targeted to make working system transparent and effecient with effective coordination in place. Shared responsibility shall be excersized to ensure delopment of team spirit amongst the employees through differnt committees. Human resource Management shall be given highest priority with a dynamic performance appraisal system in place. Guidelines on promoting employees shall be enforced keeping in line with the Institute l and Hotel Managemenr Internal Service Rules. The Quality Management System (QMS) mandated by the Ministry of Labour and Human Resource shall be the yard stick to measuring the success of BIHT. The guidelines also covers Trainees Support System that shall guide the institute in providing excelent services to the trainees and making their course period worthwhile. The policy also offers guidelines to provide timely recognition of the employees hard work and initiative through the Employees Award System. The Academic Affairs section provides information on course curriculum, examination, co-curricular activities , assessment, Trainees Award system and language code. The Section C is on Discipline and it is very important since discipline enable trainees to be mindful and self esteemed. Thesection covers Levels of offence, Disciplinary procedures, Right to Appeal and especially on award of credit and discredits points to trainees as a positive discipline mechanism. In order to reduce conflict and overlapping of responsibility, specific roles and responsibility is drawn up in the Section D.

## Vision, Mission, Goals and Strategies

1. **Vision**

To make Bongde Institute of Hotel and Tourism and the Hotel a center of excellence for hospitality training.

1. **Mission(input)**
2. To make unemployed youth employable in hospitality industry
3. To make the Institute and the Hotel sustainable.
4. Provide excellent on the job training that makes the alumni at higher demand in job market.
5. To empower unemployed Bhutanese youth with quality professional skills.
6. To enable youth to build their career in the hospitality profession.
7. **Goals(output)**
8. A good network and linkage with hotels established for industrial training and employment.
9. A transparent and vibrant financial and procurement system in place.
10. A dynamic performance appraisal system in place to groom employees.
11. A good reward system in place for employees.
12. A regular need-base professional training planned and implemented.
13. Quality Management System endorsed by the Department of Occupational Standard implemented.
14. A contemporary prescribed curriculum that best equips the trainees is in place
15. Offer of Career Guidance to Trainees in place.
16. Special English Language and Traditional etiquettes lessons offered.
17. Avenues for building leadership qualities created.
18. A proper physical ambience for well-being and learning in place.
19. **Strategies**

In order to accomplish the goals and objectives that are geared toward mission, the following strategies shall be adopted;

1. Have a clear Policy guidelines and Instructions in place to enable both employees and trainees to follow.
2. Advocate to increase enrolment training takers through use of media and other effective means of communication.
3. Institute a vibrant system which is transparent, participative and system based management.
4. Ensure total well-being of trainees during their training period by providing conducive learning and practicing environment.
5. Support and ensure employment of the trainees through effective institutional linkage.
6. Explore fund and professional support for the development of BIHT by interacting with relevant agents.
7. Employ highly skilled and qualified employees to ensure quality training at all times.
8. Advent into contemporary digitalization of goods delivery so that the efficiency is enhanced.
9. Institute systematic management of resources to ensure that effective and adequate facilities are in place.
10. Institute a proper procurement system so that quality goods are procured and benefit reaped.
11. Provide adequate professional training to all staff to enhance performance.
12. Execute a fair and professional performance management system to reward and promote employees to next higher grade.
13. Institute a transparent service rules and regulations that both support the rights of employees and the Institute.
14. Have a good accessible record maintaining system in place for institutional memory and decision making.
15. Institute a vibrant working system that allows effective communication through regular management meetings and deliberations.

#

# SECTION A (Management)

## Institute Management

One of the secrets behind a good institute is a strong vibrant management system where leadership is dynamic, instructors are proactive, trainees are enthusiastic learners and the atmosphere is conducive with adequate ambience. The Management Board will be the highest level for decision making on policy directives and development plans. The Director will be the member secretary to the board and shall execute all the plans and activities of the Institute. Hence the following shall be the main bodies of the institute management.

**1.2** **Institute Management Board:**

The institute management board members will comprise of the following members with different professional background**.**

* + - The Proprietor (CEO)
		- Director BIHT as the member secretary
		- A member with Hospitality background
		- A local head ( Gewog gup )
		- A member with financial back ground
		- A member with educational/professional background
		- Two senior member of the BIHT
		- Two parent’s representatives

Note: the quorum for conducting meeting will be 6 out of 10

**1.2.1 The role of Management Board shall be:**

* + - Endorsement of Policy and rules and regulations
		- Providing guidance and advice for the development of the Institute
		- Endorsing institute’s major proposal for implementation
		- Represent all parents and guardians on all decisions and commitments.
		- Action on serious disciplinary problems of the employees and trainees
		1. **Institute Management Team**

The Institute Management Team (IMT) shall be the administrative body to oversee the implementation of plans and programs. Their roles shall be to:

1. Execute plans and programmes
2. Take administrative and HR related decisions.
3. Monitor work progress and providing timely support.
4. Conduct Management Team Meeting (MTM) whenever need arises and taking emerging management decisions.
5. Report to Monthly Management Meeting on decision taken in the MTM

## 2. Committees:

In order to promote good management practices, ensuring transparency and building dynamic team cohesion, there shall be several committees to execute different plans and activities. Each committee shall be headed by a competent employee to initiate plans and programmes

The Institute shall basically function under the core mandates of the committees led by competent senior staff guided by the Director and Chairman. The core mandates of the committees and their members shall be as mentioned in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| SL.No | Committee | Members | Mandate |
| 1 | HR Committee | Director,Assistant Director and 3 HoDs | Plan and execute HR activities |
| 2 | QMS committee | Asst, Director and Academic head and 3 HoDs | Implement QMS activities and achieve set targets, |
| 3 | Academic Committee | Asst, Director and Academic head and 3 HoDs | Plan and implement academic programme as per curriculum |
| 4 | Trainees Support Service Committee | Hostel Warden, Asst. Wardens and Chef | To provide pastoral care, counseling and recreation. |
| 5 | Discipline Committee | Asst. Director, 1 .HoD, Wardens | Investigate, resolve or propose action, |
| 6 | Admission Committee | Academic Head, warden and Finance Officer | Plan, advocate and administer admission |
| 7 | Academic Committee | Asst Director, Academic Head and HoDs | Plan and execute academic programs |
| 8 | Examination Committee | Academic Head, FNB Hod, HoD production and Admin Asst. | Plan , execute and publish examination result. |
| 9 | Resource Management Committee | Admin & Finance Officer, Admin Assistant and Maintenance Officer. | Maintain asset inventory and plan cyclic maintenance. |
| 10 | Transportation Committee | Assistant Director, Admin & Finance Officer and Driver,  | Ensure effective services and good maintenance. |
| 11 | Health Committee | Warden, and Asst, Wardens | Ensure and plan timely health care programme |
| 12 | Cultural Committee | One Instructor and a councilor | Plan and execute cultural programme. |
| 13 | Media Committee | One HoD and a councilor | Plan and implement Advocacy and literary programmes. |
| 14 | Sports Committee | Warden, Asst. wardens and 1 instructor. | Plan and conduct sports events. |
| 15 | Environment Committee | Asst. Director, HoD of RD and Councilor | Plan and maintain Campus with proper waste management. |
| 16 | Staff Welfare | Staff Secretary, Admin and an Instructor. | Plan and organize socialization programme. |
| 17 | Disaster Management Committee | Asst. Director, 3 HoDs | Ensure Disaster preparedness. |

## 3. Human Resource Management(HRM)

Human Resource Management is the integral part of any organization. It needs a good system in place for setting performing targets through performance appraisal system.HRM committee shall be responsible for the HR planning, professional training (PD) and nomination of employees for relevant training. All promotions, training, incentives and award shall be based on the result of the annual individual staff performance appraisal.

## 4. Performance Appraisal System

The Performance Appraisal System shall aim to enhance the following:

* + 1. Enhance performance of employees through continuous and objective performance planning, monitoring, reviewing and recognition;
		2. Enhance productivity by aligning employee performance to the organizational goals;
		3. Provide an objective basis for personnel actions including incentives, rewards and managing poor performance.
		4. Provide every employee with information on the Performance Appraisal System.
		5. BIHT with support from relevant organizations shall facilitate training for all employees to enable them toparticipatemeaningfully in the Performance

**Appraisal System.**

* + - 1. The Director, Assistant Director and HODs shall take custody of the performance appraisal forms and shall make them available as and when required.
			2. The management of the Institute shall study the overall performance trends of its employees and make provisions for improvement during the next Appraisal Cycle.
			3. Appraisal Cycle shall be from March – February
			4. All performance information, including the ratings shall be analyzed and archived accordingly.
			5. The performance rating shall be recorded and the Office management shall be responsible for managing this information.
			6. The Instructors shall be evaluated by HOD on the subjects and general performances by the Directors and Assistant Director.
			7. The Performance Appraisal System procedures shall consist of three appraisals
			8. Performance Appraisal of the Director shall be reviewed and appraised by the proprietor ( CEO)
			9. The performance of the ES Master Instructors and Vice Directors shall be done by the Director
			10. Performance appraisal of Instructors shall be done by Master Instructors ( in the absence of Master Instructors , Directors shall do the appraisal
		1. **Types of appraisals**
			1. Work Planning and Target setting
			2. Mid-term review
			3. Final appraisal which ends in rating
		2. **Feedback**
			1. It is mandatory for all employees to get feedback format least three of their subordinates
			2. T he feedback should be submitted to the Institute management
		3. **Performance Rating**
			1. The performance ratings of the immediate manager and/supervisor shall be final and binding. It shall be subject toVerification and approval by the Institute Management Committee.
			2. The performance ratings on all the performance appraisal forms shall be as per the following four rating scales:
			3. Outstanding : 3.5 – 4.00 points
			4. Very Good : 2.5 – 3.49 points
			5. Good : 1.5 – 2.49 points
			6. Improvement Needed : 0 – 1.49 points
			7. The supervisor shall furnish adequate justifications if an employee has obtained ‘Outstanding’ (4) in all the parameters or ‘Improvement Needed’ (final rating), which shall be verified by the Institute Management.
			8. Six most important outputs shall be considered for rating.
		4. **Evaluation Summary**
			1. The average scores across both performance outputs and core competencies shall form the final rating of the employee as follows:
1. Average total scores of 3.5 -4.00 :Outstanding
2. Average total scores of 2.5 - 3.49 :Very Good
3. Average total scores of 1.5 - 2.49 :Good
4. Average total scores of 0 -1.49 :Improvement Needed
5. Use of the Performance Appraisal Results
	* + 1. The Performance Appraisal results shall be used to:
6. Identify and address development needs of employees.
7. Recognize good performers and provide appropriate incentives and
8. Rewards. Promote an employee to a higher position.
9. Take other personnel actions inter alia, confirmation ofservices for the probationers and assigning special tasks.
10. Identify poor performance.
	* 1. **Managing poor performance**
			1. Where employees are not performing satisfactorily, a number of strategies

shall be utilized, including:

1. Training of the managers in performance management.
2. Staff development in the form of training, counseling and coaching.
3. Review of current work responsibilities against the job descriptions
4. and annual work plan.
	* 1. **Role of Director and Assistant Director shall:**
5. Ensure that every employee and his manager use the appraisal
6. instruments at all times.
7. Ensure that the forms are properly completed at the end of each
8. appraisal cycle.
9. Generate individual and aggregated performance appraisal report for the employees for the use of the Institute management.
10. Record ratings of all employees in the system within three months from the end of performance appraisal cycles and enter the final ratings in the CSIS.
11. Facilitate performance feedbacks between the Manager and Employee.
	* 1. **Accountability**
12. The Institute Management Committee shall be held accountable for ensuring effective implementation of the Performance Appraisal System by providing necessary guidance and support.
13. The Manager and/or Supervisor shall be responsible for Guiding and facilitating their employees to fill in the forms as per the requirements and principles of the Performance Appraisal System.
14. Initiating the appraisal process and establishing the employee’s work targets and core competencies at the beginning of the Appraisal Cycle.
15. Regularly monitoring the employee’s performance during the Appraisal Cycle and providing feedback on performance and achievements to employees.

(Note Performance appraisal and rating forms are annexed in annesure.....)

## 1.6 PROMOTION

The main objective of Promotion is to reward and motivate a potential and competent employees to perform their responsibilities of a higher position. It is also aimed to promote fairness and provide equal career advancement opportunities to retain the best and brightest employees.

The promotion of the employees shall be given based on their performance and subject to fulfilling all the requirement of the Performance management system.

* + - 1. **Category**
1. Promotion within the broad-banded positions;
2. Promotion from one level to higher level
3. Out of turn Promotion for extraordinary performance
	* + 1. **Authority**

The Institute ManagementBoard shall be vested with the authority to promote the employees.

* + - 1. **Schedule**

Promotion shall normally be approved with effect from 1st March

* + 1. **General Criteria**

A promotion shall entail a higher degree of responsibilities, requiring greater knowledge, skills and ability. The criteria for promotion of a an employee shall be based on :

* + Availability of a post vacancy.
	+ Academic qualification;
	+ Skills and competence;
	+ Past and present performance in his job as reflected in the
	+ performance appraisal;
	+ Relevant experience;
	+ Clean service record;
	+ Suitability to perform the duties and responsibilities of the
	+ vacant position;
	+ Potential to shoulder higher responsibilities; and Not reflected in the negative list of the Institute.
		1. **Fulfillment of the minimum duration requirement as per the category of promotion as follows:**
* First promotion – Four years, excluding probation period;
* Second and subsequent promotion (within broadband) –Five years;
* Meritorious promotion – Three years;
* Fast-track promotion (interim) – Two years; and Specialist promotion– Five years
	+ 1. Submission of all the relevant documents as per the category of promotion, which shall be valid on the promotion effective date.
		2. **Other terms and conditions**
		- Any form of leave up to three months at a time, except EOL, shall be counted as part of active service for promotion.
		- Extraordinary leave shall not be counted as part of active service for promotion. Even if an employee has fulfilled eligibility criteria, his promotion shall not be processed/approved during his absence from duty on
		- availing medical leave beyond three months, EOL and long-term study leave.
		- An employee in the entry Position Level who has not availed a single
		- promotion shall not be eligible for Fast-Track or meritorious promotion.

## 1.7 Quality Management System (QMS)

The Quality Management System shall be monitoring and evaluation tool approved by the department of Occupational Standard , MOLHR . The function of the Institute and the hotel shall be monitored under the 10 core QMS processes mentioned here under:

* Programme development, delivery and evaluation
* Resource management
* Trainees Support Services
* Registration and admission of trainees
* Assessment of trainees
* Handling of complaints and non conformance.
* Internal auditing
* Internal monitoring and measurement
* Internal and external communication
* Documents and record control.

QMS rest on the four areas of management such as responsibility of top management, management of resources, product and service realization (graduates) and measurement, analysis and improvement.

The QMS committee shall play vital roles in carrying out internal audit and providing timely feedback to the management.

## 1.8 Trainees Support Services (TSS)

A Trainees supporting body shall be in place to provide both pastoral care and counseling services. The main purpose of TSS is to provide all kinds of support that contribute to the well being of trainees so that their training period becomes a worthwhile learning experiences. The body shall also look after the leave affairs and particularly positive disciplining approaches. The Full time warden shall head the Trainees Affairs supported by assistant Warden and Matron, their main roles are;

* To provide pastoral care to trainees and make their stay homely.
* To administer and manage all matters pertaining to student affairs including trainees leave affairs.
* To support the Director in the Institute Management.
* To maintain a data base of all the trainees.
* Take lead role in resolving and administering disciplinary cases of trainees.
* To lead and Chair the Trainees’ Welfare Scheme programme
* To guide annual budgeting for Trainees Affairs.
* Plan and organize all recreational programmes for trainees.

**1.8.1 Trainees’ Administrative Body**

Institute is the place where trainees build leadership qualities by shouldering responsibilities as councilors. Hence, the BIHT shall have the following portfolio with the following objectives:

* To inculcate and nurture leadership quality
* To have trainees’ representatives in the management system
* To involve trainees in planning and decision-making process.
* To develop a sense of ownership and responsibilities among themselves

**1.8.2 The nomenclature for the councilors shall be as follows:**

1. General male Councilor
2. General female Councilor
3. Media and Literary Councilor
4. Culture and Audio-visual Councilor
5. Waste and Environment Councilor
6. Academic Councilor
7. FNBP Councilor
8. RD Councilor
9. FNB Councilor
10. Hostel Mess Councilor
11. Hostel Room Captains

**1.8.3 *The selection of captains shall be elected based on the following criteria;***

* The candidates should be a senior batch
* The vice councilors shall be appointed from junior batch
* Possessing Leadership quality
* Being punctual
* Caring institute property
* Consistently exhibiting good manners
* Securing high academic performance
* Having good communication skills
* Exhibiting positive attitude towards peer and instructors
* Not indulging in abuse of vindictive substances
* Having good Inter-personal skills
* Taking good Initiative
* Always being Well-disciplined

At the advent of democracy in Bhutan, it is very pertinent that the councilors be elected through general voting of the trainees through appropriate electoral process. The elected councilor shall be appointed with appropriate ceremony.

## 1.9 Staff Award

Trainees’ learning outcome and the overall development depends on the curriculum and other curricular activities planned and executed. This requires tremendous effort and selfless commitment from instructors. It is therefore crucial for institute management to ensure that hard work and initiatives are appropriately recorded and rewarded. To this effect, the institutehas established the Instructor‘s reward system to acknowledge good works of the instructors on annual basis. Some of the different kinds of awards shall be:

* Staff of the week
* Staff of the month
* Staff of the course period.
* Staff taking the least leave
* HoD of the week
* HoD of the month
* HoD of the course period.
* HoD taking the least leave

The following shall be the main evaluation criteria which shall be based on facts and figures

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S#** | **Criteria** | **Basis for award of points** | **Points** | **Evaluator** |
| 1 | Maximimum class teaching attendance  | As per log book maintained | 10 | AcademicHead |
| 2 | Trainees‘ academic performance | Examination result | 15 | AcademicHead |
| 3 | Availing least leave in one academic year | Daily attendent register | 10 | Director |
| 4 | Trainees‘ feedback | Trainees‘ feedback and suggestion box | 15 | Director |
| 5 | Maximum trainees‘ work assessment | Trainees‘ note books | 5 | Academic Head |
| 6 | Research work on teaching learning  | Research Printed paper record | 10 | HoD |
| 7 | Institute Campus Beautification initiative | Work done | 5 | Assistant Director |
| 8 | Organizing curricular actiivities | Record kept  | 5 | Assistant Director |
| 9 | Voulunteerism  | Record | 5 | HoD |
| 10 | Weekly rating of work | Record | 10 | Assistant |
| 11 | Work punctually | Reporting checking out time record | 10 | Attendance record |
| Total score | 100 |  |

Note: HoDs shall rate Instructors and HoDs by Director/AD

## 1.10 Admission

Trainees’ admission shall be carried out by the ***Institute Admission Committee*** based on the criteria laid down by the Ministry of Labour and Human Resources.

**1.10.1 Eligibility Criteria**

* A Bhutanese national
* A minimum of Class X Passed (PCA)
* Graduates cam also avail the certificate course
* No age limit.

**1.10.2 Admission schedule**

In order to provide ample opportunity to the youth, the admission shall be offered four times a year.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Cohorts& Admission month | 1st Cohort | 2nd Cohort | 3rd Cohort | 4th Cohort |
| March | June | September | December |
| Graduation | August | November | February | May |

**1.10.3 Scholarship**

The Bhutan Learning Exchange Foundation (BLEF) provides scholarship every year and the eligibility criteria are as follows;

1. Academic 60 percentage
2. Orphans 20 percentage
3. Divorced parents 10 percentage
4. Poor family background 10 percentage

BIHT shall also provide scholarship to supplement BLEF scholarship.

**1.10.4** The admission committee shall ensure to collect all essential documents as under

1. Academic transcripts

2. Citizenship Card Xerox copy

3. Any other merit certificates

**1.10.5 Fees**

Tuition Fees and hostel fees shall be collected from the trainees to cover up the current cost of training and hostel food. The earning from the hotel occupancy and sales supplements the overall budget of the Institute. The fees shall be revised as per the market inflation rate. The details of fees shall be spelled out in the trainees’ Handbook.

## 1.11 Suggestion box

A suggestion box shall be placed in front of the Director’s Office. The main purpose of the Suggestion Box is to invite good constructive suggestions for the general improvement of the institute and not to post grievances against individuals. Hence trainees shall post suggestions that are good for the development of institute and its management. The key to the suggestion box shall be kept with the Director and the Assistant Director and they shall open the suggestion box frequently and take appropriate actions on the constructive and valuable suggestions.

## 1.12 Celebrations

The institute shall be celebrating national and international days and hence instructors and trainees shall be involved during the holidays. Trainees are expected to take active part in the celebrations. Instructors may assign trainees with preparatory tasks for which credit points shall be awarded. Some of the major celebrations would be;His Majesty’s Birth Day, National Education Day, National Instructors’ Day, Relevant International Day, Institute Foundation Day and Other celebrations which may come up on adhoc basis.

* + 1. **Leadership award**

Trainees who have shouldered responsibility as councilors shall be awarded certificates for leadership practices. Depending on the performance, a special award may be given to some of the outstanding leaders.

**1.12.2 A special Award for voluntary work**

Trainees who volunteer for various work shall be awarded certificates. A special award for volunteerism may be given if there are some outstanding contributions.

**SECTION B**

1. **Academic Affairs**

The academic course for the institute will be based on the curriculum framed by the Department of Quality Assurance under MOLHR. The course shall be administered in a unique modality instituted by Bhutan Learning Exchange Foundation (Swiss Foundation)

The academic affairs will be coordinated and supervised by the academic head who shall work closely with the Head of Department (HOD). The role of the Head of the Academic Affairs shall :

* + - Coordinate timely coverage of syllabus as per course plan
		- Provide necessary support in teaching learning areas
		- Frame teaching time table based on subject period allocation.
		- Over see the academic affairs of the school
		- Coordinate School Examinations and assessment process.
		- Ensure proper documentation of all matters relating to academic affairs
		- Plan and coordinate and implement professional development programme with support from the Director
		- Publishing school assessment and examinations result.

**6.1 Curriculum**

The BIHT offers 6-month certificate course in three major areas as detailed below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Food Production** | **Hrs per week** | **Food and beverages** | **Hrs per week** | **Room Divisin** | **Hrs per week** |
| Kitchen Technology | 2 | Service techniques | 2 | HK techniques | 2 |
| Food knowledge | 2 | Bar techniques | 2 | Laundary techniques | 2 |
| Food Cost | 1 |  |  |  |  |
| Hygiene | 1 | Wine and Beverages knowledge | 1 | Public area techniques | 2 |
| Menu planning | 2 | Menu explanation and calculations | 2 | Hygiene | 1 |
| Behaviour | 2 | Customer care /behavior | 2 | Front deskoperations | 2 |
| It | 2 | IT | 2 | Behavior | 2 |
|  | **13** |  | **12** |  | **14** |
| English Proficiency |
| Mindfullness/Diglam Namzha(Etiquettes) |

The Detail of the prescribed syllabus is in a sperate booklet for referece.

* 1. **Time tables**

The teaching time table shall be prepared by the Institute Time Table Committee based on the subject period allocation prescribed by MOLHR.

* 1. **Classroom Organization**

The classrooms shall be of the standard size with adequate light and proper facilities to display teaching learning materials. The furniture shall be appropriately provided and the classrooms shall be fully taken care of by respective classes under the leadership of class instructor supported by class councilors. All properties in the classrooms shall have proper inventories and any damages shall be recovered from the security deposit. The classroom teaching organization can be done by respective subject Instructors to their convenience. There shall be monthly evaluation of classroom set up and organization and marks shall be awarded towards selecting the best class of the year.

* 1. **Trainees Awards**

At the end of every course session trainees shall be award certificates and prizes on their graduation day.

* + 1. ***Academic award***

The academic awards shall comprise of class toppers based on summative and formative assessment carried in a course time.

* + 1. ***Co-curricular Award***

The awards for the Co-curricular activities shall be for sports, cultural and literary shall be awarded as and when the event is conducted.

* + 1. ***Merit Award***

The merit award shall comprise of the **best trainee of every c**ourse period.

The award shall be worked out in an fair and transparent manner using a specific criteria which covers academic performance and other areas of conduct such as; volunteerism, leadership , attendance and compliance to rules and regulations.

* 1. **Examinations**

There shall be external and internal examinations for trainees. The external examinations shall be at National level which shall be purely administered by the Department of occupational standard and the internal shall be administered by examination committee of BIHT. The trainees will have to abide by the rules and regulations of the examinations which shall be given in the trainees’ handbook. The role of the examination committee and other associated personnel shall be as follows:

Subject instructors shall submit their questions with model answers to the Head of Department. The HODs shall approve the examination questions and model answers set by subject instructors. The Institute Examination Committee shall take over the finalized question papers from the HOD and carry out printing of question and answer sheets.. The Examination committee supported by the HOD shall organize team evaluation for all types of examination. No answer sheets shall be evaluated by individual subject instructors.

The examination committee, head of the examination and instructors shall strictly abide by the roles and responsibilities drawn up.

* 1. **Assessment**

|  |
| --- |
| The Institute shall ensure that all trainees’ assessment tasks are appropriately Designed to determine the extent to which trainees have met the learning and skills outcome requirements within a unit of study. The assessment policy shall assist teaching staff to make decisions about the performance of individual trainees within a unit of study and formulate a set of academic standards in courses offered. The policy shall provide guidelines for instructors and Head of the Departments to ascertain frequency of corrections that each instructor should carry out by subjects. The policy shall also spell out roles and responsibilities of the academic HODs, Instructors and trainees in the execution of class task, homework and project work  |

* + 1. **The purposes of assessment are:**
* to enhance, and improve the quality of trainees learning by way of providing feedback that is clear, informative, timely, constructive and relevant to the needs of the learners
* to measure and confirm the standard of trainee’s competency or performance and achievement in relation to explicit learning objectives
* to reward trainee’s effort and achievement with an appropriate grade
* to formally certify trainee’s outcomes and achievement in terms of accrediting to their terminal test.
* to provide relevant information in order to continuously evaluate and improve the quality of the curriculum and the effectiveness of the teaching-learning process.
	+ 1. **Requirements for Assessment of Trainees**
* The BIHT shall be mandated to maintain the trainee’s assessment with the prevailing academic standards and be fair, valid and reliable.
* The Institute shall adopt methods that ensure assessment requirements effectively and that trainees may be afforded some degree of flexibility in evaluating, grading and certifying trainee’s performance against approved standards.
* Both formative and summative types of assessment shall be used during a course in the process of learning;
* Trainees shall be provided with a clear description of the standards of performance and marking criteria
* A special provision shall be made to provide opportunities for formative assessment and guidance to trainees on assessment tasks in their first year of study;
* The conduct of trainees assessment shall be transparent and fair, and follow approved assessment standards for all assessment tasks which are provided to trainees
* Instructors shall have responsibility for appraising the quality of trainee’s assessment, for ensuring appropriateness, fairness and constructive alignment of assessment tasks,
* Formative feedback is provided to trainees on completed assessment tasks which address how performance might be improved in the unit of study.
* Trainees are required to submit assignments on the dates specified by their subject instructors.
* Assessment submitted after the due date shall be subjected to a penalty unless instructors provide time extension. T
* The penalty for late submission shall be negative points.
* Assignment should be submitted in the form specified the instructors.
* Assignment shall not be accepted without an approved extension or without approved mitigating circumstance if they are more than ten working days late
* Assignment items shall not be accepted beyond 5 working days late.
* All instructors shall provide appropriate comments on the trainees’ assignment specifying area of improvement.
* Instructors shall use standard acronyms to indicate errors.
* Instructors shall maintain records on the assessment
* A minimum of one assignment shall be given to every lesson taught. However, it may depend on the nature of subjects.

6.8.2 Grades or score for the assignments

The instructors may award grades or scores for the assignments and record as continuous assessment. The grades shall be given as specified under;

|  |  |  |  |
| --- | --- | --- | --- |
| Grades | Percentage | Level | Criteria |
| A+ | 85% and above | High Distinction | Complete and comprehensive understanding of the content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor objectives of the course.  |
| A | 75-84% | Distinction | Very high level of understanding of the course content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the course.  |
| B+ | 65-74% | First Division | High level of understanding of course content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not fully achieved.  |
| C | 50-64 % | Second Division | Adequate understanding of most of the basic course content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the course; some minor objectives not achieved |

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6.8.3 Assessment modality

The assessment and evaluations are carried under the summative and formative modality. Within the 6 months course trainees progress are continuously monitored through monthly evaluation viva test and major assignment/project, practical assessment and finally a formal written examination in both theory and practical at the end of their course. The instructors shall maintain proper record of assessment under the supervision of respective HoDs. All trainees should get a minimum of 90 percent attendance to write their final examination. The credits shall be awarded as per the matrix provided below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| FOMATIVE ASSESSMENT | Total | SUMMATIVE ASSESSMENT | Total | Grand Total |
| Quiz 1-3 | Assignment | Practical | Theory |
|  15 | 5 | 20 | 40 | 40 | 80 | 100 |

 6.8.4 Assignment/Project work.

Homework contributes toward building responsibility, self-discipline and lifelong learning habits. The instructors shall assign relevant, challenging and meaningful homework assignments that reinforce classroom learning objectives. Assignment should provide trainees with the opportunity to apply information the have learned, complete unfinished class assignments, and develop independence. The assignment shall be credited to their continuous assessment.The instructors shall assign Major Projects which include research reports, book reports, major essays, and other assignments instructors designate as major projects.  Trainees should take the project very seriously and submit within the datelines.

1. Educational and Recreational Programme

BIHT shall organize Educational programme consisting of guest speakers, field visits, exchange programmes recreational programmes such as hiking, sports, cultural tour, picnic and other relevant activities.

8. **Games and Sports**

Gmes and sports shall be organized to provide scope for trainees to develop their physical performance and social skills. It fosters team building and a sense of belonging, individual self-confidence and self-esteem are enhanced through group endeavour; and socialisation at institute. The BIHT shall provide more facilities for the promotion and preservation of traditional games and a few international games as follows:

**9. Language code**

Language is acquired through constant listening and speaking and in order to enhance English Proficiency all trainees shall speak in Dzongkha or English while while at the institute.

10.**Reading for enhancement of English Proficiency**

 English proficiency program shall initiate to enhance spoken English. The trainees who get enrolled into this institute after class X generally have low standard in English and it stands as a barrier for effective communication in English language.

Hence, it shall be made mandatory for every trainees to at least read a book every week instructors shall closely monitor, review and support trainees in doing so. Marks shall be awarded for every book read and credited to continuous assessment.

1. **Library**

The Institute Library shall support the institute’s mission of providing quality training on language and culture to trainees and instructors so that they keep abreast with some of the fundamental development of hospitality education and technologies. The library shall be very resourceful for both trainees and instructors so that learning through research is promoted. Hence it shall provide the following services:

* provide access to a wide variety of reading materials,
* Regular liaison with the public library and visits by trainees are encouraged as part of our institute’s learning programme to enrich trainees’ reading and build their confidence as library users.
* Trainees are encouraged to become competent co-constructors of knowledge and develop an understanding of the world beyond their immediate experiences through using the library and its resources to find information to solve problems.
* Evidence of the ways in which the library supports trainees’ knowledge and abilities in inquiry learning is gathered and measured as part of the institute’s assessment processes.
* The library team continuously enhance reading materials and other useful resources through a provision of an annual budget allocated speically for purchase of Library.
* The library’s impact on trainees’ reading and literacy is monitored and evaluated as part of the assessment of the institute’s literacy programme and initiatives.
* Instructor‘s reference books shall be made aavailabe.

A specific rules and regulations and procedures shall be printed in the trainees‘ handbook for information and compliance.

1. **Health and Nutrition**

The Institute Health policy shall include healthy practices and procedures which would promote healthy growth of trainees. The Institute Health Committee shall play lead role in ensuring trainees general good health. The main role of the Institute Health Committee shall be to :

* Inform, support, and direct individuals throughout the institute system,
* Reassure families, trainees, and institute staff that safety and health protection measures are in place,
* Coordinate health awareness programmes for trainees
* Maintain a very reliable health records on every individual trainees
* Manage institute infirmary with all basic equipment and medicines.
* Plan and implement health programmes
* Monitor Health habits of trainees and plan strategic actions to addressing health issues and challenges

**SECTION C (Discipline)**

1. **Discipline**

 Self discipline and high degree of self esteem is the main foundation for all individual trainees to do well in all spheres of their intellectual and physical development. A good discipline can lay strong foundation for sound graceful, spiritual and moral values. It can build an atmosphere that is conducive for all educational activities in the institute and promote GNH values in the trainees.

 Hence all trainees are responsible for their own action in developing self-discipline, shouldering responsibility for their own behavior. It is then very crucial that Trainees abide by the rules and regulations to enable instructors to teach and trainees to learn. To this context trainees should also be ready to face the consequences of voilating rules which is aimed for corrective measures.

 Therefore, in order to create a safe and conducive learning environment , the trainees should sincerely follow the rutles and regulations which are specifically printed in the handbook imder the Discipline chapter.

**13.1The following examples shall fall under misconduct, whether it occurrs in the institute orelsewhere:**

* + 1. Any conduct which constitutes a criminal offence;
		2. An act that is disruptive to the academic, administrative, sporting, social or other activities of the institute;
		3. obstruction of or improper interference with the functions, duties or activities of any student or member of staff of the institute, or any visitor to the institute;
		4. violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language;
		5. sexual harassment of any student or member of staff of the institute, or any visitor to the institute;
		6. fraud, deceit, deception or dishonesty in relation to the institute or its staff, trainees or visitors;
		7. repeated or aggravated academic offences including cheating or plagiarism in academic course work or in examinations;
		8. theft, misappropriation or misuse of institute property, or the property of the institute’s staff, trainees or visitors, caused intentionally or recklessly;
		9. misuse or unauthorized use of institute premises;
		10. damage to institute property, or the property of the institute’s staff, trainees or visitors, caused intentionally or recklessly;
		11. breach of the provisions of any institute rule, regulation, policy, procedure or code of practice;
		12. bulling and instigation;
		13. False allegation resulting to defamation of any trainees or staff of the institute.
	1. **LEVEL OF OFFENCES AND MEASURES**

The following is general listing of offense and the required recommended disciplinary actions, which should be taken as a result of such offense being committed.

The institute classifies the offences into 3 levels:

* + 1. **Disorderly Conduct: Level 1**

Disorderly conduct is defined as any activity in which a student engages that tends to impede orderly classroom procedures or instructional activities, orderly operation of the institute or the frequency or seriousness of which disturbs the classroom or institute, but donot pose or endanger the health and safety of others.

Acts of disorderly conduct may include, but are not limited to the following:

* Classroom tardiness
* Cheating on examinations or classroom assignments
* lying, blackmail of other trainees or institute personnel (can be in level 2)
* Acting in a manner so as to interfere with the instructional process.
* Abusive language between or among trainees.
* Failure to complete assignments or carry out directions
* Possession or use of electronic device in violation of institute policy
* Institute tardiness
* Other disorderly acts as determined at the institute level, which are not inconsistent with the institutes’ policy

The institute shall always try to help the trainees through the following measures when they commit offence of the first level.

* Written warning.
* Discrediting points
* Withdrawal of privileges
* Detention for 5 – 7 days
	+ 1. **Unruly Conduct: Level 2**

Disruptive conduct is defined as those activities engaged by student(s) that are directed against persons or property and the consequences of which tend to endanger the health or safety of themselves or others in the institute. The administration may reclassify unruly conduct (Level I) as disruptive conduct (Level II) if the student engages in the activity three or more times.The teacher concerned shall submit in writing while referring the student to the disciplenary committee with detail account on the improvement measures administered by the instructors. The disciplenary committee will directly deal the misdemeanor under this level.Trainees will be provided an opportunity toimprove their behavior. A student committing infraction on the institutes rules for the third time will be served expulsion.The institute will try to help the trainees through the following measure:

**First Offence:-**

1. First written warning with suspension for 5 – 10 days.
2. Heavy discerditing of meritorous points
3. Refer to the institute counselor.

**Second offence:-**

1. Final written warning with 8 – 12 days suspension from the institute.
2. Heavy withdrawal.

**Offence for the 3rd time**

1. Expulsion from the institute

**13.2.3 Criminal Conduct- Level 3**

Criminal conduct is defined as those activities engaged by trainees (whether or not they result in criminal charges) that result in violence to themselves or to another’s person or property or which pose a direct and serious threat to the safety of themselves or others in the institute. These activities usually require administrative actions, which result to immediate removal of the student from the institute.

Acts for which principals must recommend trainees for this level would include, but are not limited to, the following:

* 1. Bomb threat
	2. Possession and use ofweapons; a knife, bludgeon, blackjack, metal pipe or pole, brass knuckles (to include multi-finger rings), explosive device; or any other type of device or object which may be used to inflict bodily injury or death.
	3. Sexual offenses (which include sexual acts that do not result in a criminal offense)
	4. Distribution, sale, purchase, manufacture, use, being under theinfluence of, or unlawful possession of alcohol or a controlled substance, as defined in the Substance Policy
	5. Threatening to take the life of or inflict bodily harm upon a institute employee or member of their immediate family
	6. Ganging (“Ganging” or participating as a member of a gang and inflicting a violent act of bodily harm, however slight, upon another person will not be tolerated. A “gang” shall consist of two or more persons acting together for and with the purpose of committing an act of violence against another person

**Even in this level too, the institute will assist the student to improve their behaviour through the following measures: -**

First offence

Final written warning

Suspension for 10 – 12 days.

Heavy withdrawal of cerdits

Second Offence

Expulsion from the institute

* + 1. **Other Disciplinary Procedures:**

Any parents who want to lodge grievances related to institute

discipline should approach the Principal or the Vice- principal. The institute will view seriously on any parents or guardian who confronts or abuse any teacher whether within the institute or outside the institute premise, which therein shall be viewed as 'disrespect' of the institute discipline by the parent and will result to the expulsion of the child and subsequent prosecution as may be the case.

**TRAINEES’ CONDUCT AWAY FROM INSTITUTE PREMISES**

The institute accepts complaint on student’s inappropriate behaviour from outside agencies that may have a direct and detrimental affect credibility of the institute.The institute will evaluate each situation on a case-by-case basis. At a minimum, the institute will meet with the student upon his/her arrival at institute, give the student notice of the concerns based on the reported ‘out-of-institute-behaviour’ and allow the student an opportunity to present his/her side of the story. In the event of finding that the alleged conduct will have a direct affect on the credibility of institute or threatens the discipline, educational environment, safety or general welfare of trainees, faculty, staff and/or administrators of the institute, the administration shall initiate the disciplinary procedure. The parents/legal guardians of the student will be notified of any action taken by the administration and offered the opportunity for a conference with the administration.

* + 1. **RIGHT TO APPEAL**

The student/s have the right to appeal on the decision of ‘higher degree measures such as suspension for more than 10 days or expulsion’ taken under the ‘disciplinary procedure’, if found bias or unfair or discriminating.

The appeal can be put to the institute principal within 3 working days in writing with a detailed account.

* + 1. **DISCIPLINARY APPEAL BOARD**

The principal shall, upon receipt of the appeal, convene the meeting of the ‘appeal board’ with 3 days from the date of receipt of the appeal.

* 1. **Credit and discredit points (Positive Disciplining)**

As one of the positive disciplining approaches and with an aim to inculcate good values in trainees, the institute has instituted a system of awarding credits and discredits to trainees for all kinds of good and bad conduct. The trainees shall also have the opportunity to earn credit under the following categories:

* 1. ***Areas for Positive scores. Here ever trainee upon joining shall be awarded points on the following as follows:***

|  |  |  |
| --- | --- | --- |
| Sl.No | Area of performance on point awards | Total points awarded |
| 1 | Attendance | 100 |
| 2 | Punctuality | 100 |
| 3 | Duty Performance | 100 |
| 4 | Dress code | 100 |
| 6 | Cleanliness /grooming | 100 |

* 1. ***Areas for negative scores***

|  |  |  |
| --- | --- | --- |
| Sl.No | Area of negative point awards | Total negative points awarded |
| 1 | Absenteeism | 10 for every absentee |
| 2 | Late arrival | 10 for every late arrival |
| 3 | Rules violation | 15 for every case |
| 4 | Dress code | 10 for every case |
| 5 | Late submission of assignment | 10 for every late submission |
| 6 | Cleanliness/Grooming | 10 for every case |
| 7 | Non duty performance | 1. for every case
 |

* 1. ***Areas for earning positive scores***

|  |  |  |
| --- | --- | --- |
| Sl.No | Area for earning positive point awards | Total negative points awarded |
| 1 | Social work | 10 for every hour |
| 2 | Volunteerism | 10 for every hour |
| 3 | Community service work | 10 for every hour |
| 4 | Cleaning public areas | 10 for every hour |
| 5 | Performing double shift | 10 for every hour |
| 6 | Contributing any items for beautification work | 10 for every items |

**2.2 Positive Score**

|  |  |  |
| --- | --- | --- |
| **S#** | **Positive deeds** | **Score** |
| 1 | 100 % attendance in institute for month | 10 |
| 2 | 100 % attendance in class for a month | 5 |
| 3 | 100 % attendance in Co-curricular activities in a month | 3 |
| 4 | Submit home work and project work on time | 5 |
| 5 | Original production of homework and project work | 5 |
| 6 | Volunteering for cleanup work | 3 |
| 7 | Good care of books | 3 |
| 8 | Labour Contribution towards maintenance of institute property | 3 |
| 9 | Voluntary contribution in kinds to the institute | 3 |
| 10 | Scoring and aggregate of more than 75% in examination | 5 |
| 11 | Securing 1st position in class in examination | 8 |
| 12 | Securing 1st position in subject  | 5 |
| 13 | Voluntary contribution towards institute beautification | 5 |
| 14 | Voluntary work contribution towards community services | 5 |
| 15 | Always coming in proper institute uniform  | 5 |
| 16 | Always keeping hair style within institute rule | 2 |
| 17 | Always practice high degree of hygiene | 2 |

**2.1 Negative scores(SamchoeLeynak score)**

|  |  |  |
| --- | --- | --- |
| **S#** | **Negative deeds** | **Negative Score** |
| 1 | Absent from institute without leave approval | 10 |
| 2 | Absent from class without permission  | 2 |
| 3 | Absent from co-curricular activities without permission | 2 |
| 4 | Absent from special assigned task | 5 |
| 5 | Late arrival in co-curricular activities | 2 |
| 6 | Late arrival in special assigned task | 2 |
| 7 | Late submission of homework and project  | 5 |
| 8 | Plagiarizing home work and project work | 5 |
| 9 | Sleeping in class during teaching. | 5 |
| 10 | Disturbing peers in the classroom | 2 |
| 11 | Littering classroom | 2 |
| 12 | Going against class captain | 8 |
| 14 | Misuse of class property | 2 |
| 15 | Eating in classroom during teaching | 2 |
| 16 | Quarrelling with friends  | 10 |
| 17 | Use of abusive words  | 2 |
| 18 | Bringing restricted items to institutes | 5 |
| 19 | Making Tattoos on the body | 2 |
| 20 | Couple case | 7 |
| 21 | Speaking restricted languages | 2 |
| 22 | In appropriate institute uniform | 5 |
| 23 | In appropriate hair styles | 2 |
| 24 | Use in appropriate ornament | 3 |
| 25 | Painting body | 3 |
| 26 | Unhygienic practices | 2 |

The trainees shall be under continuous observations and the class instructors shall award both **Negative** and **Positive** score on a regular basis. The captains shall be responsible for reporting both good and negative deeds to the class instructors for recording. If their positive points go below 50 then their parents shall be called and trainees may have to earn credits.

**SECTION D ( Roles and responsibly)**

The policy shall have a written roles and responsibility of all employees, trainees and stakeholders to ensure smooth function of BIHT. The purpose of specific roles written are:

* to ensure a smooth function of the institute
* enable individual staff understand their roles and duties and perform.
* To enable administration to delegate jobs
* To help staff to set target for performance
* To enable the supervisors to evaluate and rate staff.
1. **Management roles**
2. **Chairman**
	1. To provide guidance and support to the Unstitute development plans.
	2. To approve recruitment of staff
	3. approve annual budget
	4. To put relevant infrastructure and equipment in place
	5. To participate in the school Management Meeting
	6. To participate in the major events
	7. To be the member of the Management Board
	8. To execute approved work of SMB
3. **Director**
4. To oversee the general administration of the intitute
5. To administer day to day administration.
6. To create a conducive teaching learning atmosphere for trainees and instructors
7. To plan school development activities and execute.
8. To provide a clear instruction and guidance to trainees and instructors.
9. To encourage all the staff in achieving the goals of the school
10. To ensure that all the staff and trainees understand the goals and objective of the school
11. To liaison with relevant agencies
12. To develop a transparent and dynamic system.
13. Execute staff performance system in a fair manner.
14. Encourage and motivate all staff to actively participate in the school programmes
15. To exercise and encourage participative work ethic among the staff
16. Ensure that Institute is a safe place by partnering with parents
17. Involve parents in the education of trainees.
18. Ensure that the environment is safe for learning
19. Coordinate and ensure proper impelementation of prescribed curriculum
20. Provide continuous monitoring, supervision and support to provide quality education
21. Plan realistic strategic academic enhancement plan through collaborative efforts
22. Provide good support and guidance towards providing quality curricular activities.
23. Participate in relevant educational programmes and impart to the HODs and teachers.
24. **Assistant Director**
	* 1. Execute the plans and the programme of the institute.
		2. Assist the director in all sphere of work.
		3. Officiate the director in his absence.
		4. Oversee the function of both hotel and institute.
		5. Supervise and support the function of all employees.
		6. Propose inovative actions for the development of the institute.
		7. Carry out daily administrative work.
		8. Represent director in the forums.
		9. Plan and carry out trainees tracer study.
		10. Collaborate with external agencies for employment of trainee graduates.
		11. Chair committe meeting and come up with plan of actions.
		12. Oversee management of resources.
		13. Monitor the academic progress of trainees.
		14. Plan and implement professional development programs for staff.
25. **Finance Officer**
26. Plan annual budget for BIHT
27. Guide and support HODs on budget proposal
28. Present monthly financial report in the Monthly Management Meeting
29. Execute payment of all expenses
30. Maintain proper book of accounts
31. Release staff salary on time
32. Remit provident fund and other deductions to bank
33. Carry out cost analysis when required
34. Follow up on the timely payment of fees
35. Issue TDS (Tax Deducted at Source) certificate to all employees
36. Issue pay slip to the employees
37. Be prepared to be audited at any time
38. Administer payment of annual increment and allowances
39. Process entitlement of employees as per BIHT Service Rule
40. Process retirement benifits for the staff when required
41. Carry out any other job assigned by the management.
42. Take active participation in the events of the institute.
43. Be prepared to work at odd hours and emergencies.
44. Make timly payment of operational expenses
45. Be prepared for annual tax filing
46. Advice the director and the chairman on the financial status
47. **Administrative Officer**
48. Oversee the smooth function of the general office
49. Ensure affective services to the employees
50. Assist the director in day to day administration
51. Coordinate monthly management meeting
52. Follow up on the resolutions of monthly management meeting
53. Supervise the work of admin assitant on a daily basis
54. Guide and support the admin assitant on discharging his/her duties
55. Maintain personal files of all the employees with up to date information
56. Maintain filing system meticulously
57. Maintain records on all correspondance
58. Carry out addhoc internal auditing
59. Maintain accurate inventory of all fixed assets
60. Administer proper procedures on procurement
61. Administer updating service book of individual staff
62. Maintain accurate record on staff leave
63. Carry out any other job assigned by the management.
64. Take active lead and participative role in the events of the institute.
65. Be prepared to work at odd hours and emergencies.
66. Attend to BIHT visiting officials when required.
67. **Maintenance Officer**
68. Oversee the maintenance work of the Institute
69. Plan maintenance work and present to the Monthly Management Meeting
70. Execute maintenance work under priority without negligence
71. Propose hiring of technicians for maintenance under higher priority and emergency
72. Maintain record on all the equipment of the institute
73. Plan cyclic maintenance program for all divisions including public area and administration block
74. Maintain log book for all maintenance work
75. Focus more on preventive maintenance than repair
76. Plan and procure essential accessories for equipment and electrical appliances for back up services
77. Monitor divisions‘ equipment maintenance chart regularly
78. Propose disposal of irrepairable equipment, furniture, linen, kitchen ware and accessories
79. Have electricians, plumbers, carpenters and technicians identified for outsourcing
80. Carry out any other job assigned by the management.
81. Take active participation in the events of the institute.
82. Be prepared to work at odd hours and emergencies.
83. **Procurement Officer**
84. Oversee the procurement of the institute
85. Validate and propose purchase of essential assets
86. Know the market rates of all commodities
87. Always ensure to purchase quality goods with resonable price
88. Ensure timely purchase and delivery of food items for good services
89. Carry out proper handing taking over of goods with different divisions
90. Submit bills on time to the finance division without delay
91. Extend full coorperation and support to all the divisions
92. Assist the management when required
93. Study the procurement manual and be aware of the procurement procedures
94. Carry out any other job assigned by the management.
95. Take active participation in the events of the institute.
96. Be prepared to work at odd hours and emergencies.
97. **Procurement and Maintenance Assistant**
98. Assist the Procurement and Maintenance Officer in all sphere of work.
99. Execute maintenance work under priority without negligence
100. Propose hiring of technicians for maintenance under higher priority and emergency
101. Maintain record on all the equipment of the institute
102. Plan cyclic maintenance program for all divisions including public area and administration block
103. Maintain log book for all maintenance work
104. Focus more on preventive maintenance than repair
105. Plan and procure essential accessories for equipment and electrical appliances for back up services
106. Have electricians, plumbers, carpenters and technicians identified for outsourcing
107. Carry out any other job assigned by the management.
108. Take active participation in the events of the institute.
109. Be prepared to work at odd hours and emergencies.
110. Know the market rates of all commodities
111. Always ensure to purchase quality goods with resonable price
112. Ensure timely purchase and delivery of food items for good services
113. Carry out proper handing taking over of goods with different divisions
114. Submit bills on time to the finance division without delay
115. Extend full coorperation and support to all the divisions
116. Study the procurement manual and be aware of the procurement procedures
117. Take active participation in the events of the institute.
118. Be prepared to work at odd hours and emergencies.
119. **Head of Trainees Support Services**
120. Ensure that all trainees understand the hostel and institute rules and regulaions clearly
121. Work towards making trainees stay in the institue homely and worthwhile
122. Deal with every trainee in a fair manner.
123. To administer and manage all matters pertaining to trainees affairs including trainees short leave affairs.
124. To seek advice from the HoDs and Director on critical discision making.
125. Support the Director in the Institute Management.
126. To maintain a data base of all the trainees.nd activities.
127. Conduct regular meeting to know about their well being.
128. Be totally aware of the trainees where about.
129. Be vigilent of the trainees movement and their activities.
130. Take lead role in resolving and administering disciplinary cases of trainees.
131. To lead and Chair the Trainees’ Welfare Scheme programme
132. To propose annual budgeting for Trainees Affairs.
133. Plan and organize all recreational programmes for trainees.
134. Collaborate with parents and guardians for bett.er understanding of trainees
135. **Hostel Warden**
136. Oversee the well being of trainees in the hostel
137. Responsible for the overall management of the hostel.
138. Maintain inventories of all the hostel property
139. Ensure proper allocations of furniture.
140. Supervise preparation of food and catering.
141. Ensure proper dining hall discipline.
142. Frame in-house rules for hostel and dining hall.
143. Maintain high degree of hygine in the hostel and surrounding.
144. Maintain stock registers for issuance of food provisions.
145. Monitor trainees movement during off times.
146. Address disciplinary issues in a fair manner.
147. Take care of the hostel property.
148. Ensure good food for trainees at all time.
149. Plan and procure food commodities for hostel and staff.
150. Plan and organize entertainment programme
151. Take regular and surprise attendance.
152. Monitor proper usage of toilets and bathrooms.
153. Issue out pass for outing with specific time bound.
154. Organize recreational programme to enhance well being of trainees.
155. Organize SUPW every week.
156. Groom councilors to perform better.
157. Delegate supervisory work to councilors.
158. Be vigilent about visitors and prawlers.
159. Carry out any other job assigned by the management.
160. Take active participation in the events of the institute.
161. Be prepared to work at odd hours and emergencies.
162. **Assistant Hostel Warden**
163. Assist the warden in all sphere of work that contribute to the well being of trainees.
164. Carry out any kind of job delegated by the warden.
165. Share responsibility in the organization of any program in the hostel and beyound.
166. Extend full support in the maintenance of good discipline in the hostel.
167. Orient trainees on the hostel and institue rules so that they keep at bay from the problems.
168. Know every trainee in the hostel by name.
169. Officiate the warden in his/her abscence.
170. Supervise preparation of food as per menu.
171. Ensure proper disposal of food waste.
172. Ensure campus cleanliness through proper waste management.
173. Report any kind of unsual observations to the warden.
174. Be impartial and maintain ideal relationship with trainees.
175. Provide guidance and support to the councilors in discharging their duties.
176. Carry out any other job assigned by the management.
177. Take active participation in the events of the institute.
178. Be prepared to work at odd hours and emergencies.
179. **Admin and Procurement Assistant**
180. Maintain a proper decorum of the office at all times.
181. Maintain good official relations with all staff of the BIHT.
182. Exhibit excellent protocol services to all guests who visit the office.
183. Provide full assistant to the Director in all Official works.
184. Take utmost care of all office equipment and furniture.
185. Administer all official correspondence in terms of letter receipts and dispatch.
186. Maintain proper filing of all official letters.
187. Maintain personal files of all staff and keep high confidentiality.
188. Keep proper record of all letters received and dispatched.
189. Ensure effective circulation of all office notices with proper acknowledgement.
190. Open new files and close the filled up files with proper labeling.
191. Provide support to staff on official works
192. Remind the Director on submission of reports to relevant agencies.
193. Track and check official emails of BIHT and inform the Director for action.
194. Maintain minutes of meetings held.
195. Coordinate management meeting.
196. Serve tea to visiting guest whenever required
197. Assist the Procurement Officer in official work.
198. Maintain stock register of all fixed assets.
199. Maintain stock register of all purchase
200. Administer issue and receipt of goods.
201. Maintain inventory of all fixed assets.
202. Participate in Staff social activities as and when required.
203. Carry out any other job assigned by the management.
204. Take active participation in the events of the institute.
205. Be prepared to work at odd hours and emergencies.
206. Maintain record on daily staff reporting and departing time
207. **IT Officer**
208. Oversee the smooth operation of all electronic equipments.
209. Plan and maintain all computers and peripherals.
210. Administer institute website.
211. Maintain CCTV and biometrics regularly.
212. Ensure effective wifi services at all times.
213. Innovate and institute contemporary IT services.
214. Provide IT support to all employees when required.
215. Assist the management in all kinds of IT work.
216. Propose updates on equipment as per changing IT trend.
217. Ensure that all TVs work in the rooms.
218. Provide support in the use of applications
219. Conduct training for staff on usage of new applications.
220. Shoulder any additional work assigned by management.
221. Carry out any other job assigned by the management.
222. Take active participation in the events of the institute.
223. Be prepared to work at odd hours and emergencies.
224. **Marketing Officer**
225. Must have great interest in marketing the sale of rooms and advocating admission of trainees.
226. Should know the principles of good marketing and strategies.
227. Should carry out survey and research and come up with effective marketing program.
228. Organize marketing events to raise public awareness about the institute.
229. Plan advertising and promotion campaign using appropriate multiple media.
230. Liaise with stakeholders and vendors to promote institutes existence.
231. Prepare materials for marketing about the institute.
232. Collaborate with relevant agencies to sensitize on the benefits of availing training.
233. Prepare and power point presentation for advocacy.
234. Plan budget for marketing.
235. Carry out assigned tasks by the management.
236. Assess the success story of the institute and share with stakeholders.
237. Discharge a high degree of creativity, innovations and communication skills for effective marketing.
238. Carry out any other job assigned by the management.
239. Take active participation in the events of the institute.
240. Be prepared to work at odd hours and emergencies.

**15. Security Officer**

1. Oversee the security of the Hotel at all times.

2. Manage CCTV and report and unusual observation.

3. Keep record of all visitors as per security procedures

4. Keep track of all staff while reporting and checking out.

5. Ensure that no BIHT property are taken out of campus without proper authorization

6. Keep stray dogs out of bound

7. Manage Street light by putting on at night fall and putting off at day break.

8. Carry out assigned tasks by the management.

9. Assess the success story of the institute and share with stakeholders.

10. Discharge a high degree of creativity, innovations and communication skills for effective

16. **Multi-skill Technician**

1. Exhibit high degree of skills in repairing and maintaining equipments, water lines, furniture and electrical appliances.
2. Ensure smooth function of machineries, water supplies, heating facilities, and power supply.
3. Assess the conditions of plumbing, furniture and equipments regularly.
4. Propose requirement of materials for maintenance.
5. Work under the guidance and supervision of the Maintenance Officer.
6. Maintain work log book for all types of repair and maintenance done.
7. Carry out any other job assigned by the management.
8. Take active participation in the events of the institute.
9. Be prepared to work at odd hours and emergencies.
10. **Cook**
11. Be responsible for the proper management of kitchen and its wares
12. Cook three meals every day.
13. Cook food as per the set menu for the week.
14. Maintain high standard of hygiene at all times.
15. Maintain high degree of cleanliness of the utensils.
16. Use the electrical appliances with utmost care and ensure safety.
17. Always provide the hot meals on the scheduled time.
18. Seek advice from the Chef on cooking science.
19. Bring meals to the Staff Canteen every day.
20. Cook food in a proper way.
21. Carry out any other job assigned by the management.
22. Take active participation in the events of the institute.
23. Be prepared to work at odd hours and emergencies.

**B Academic and Hotel Management roles**

1. **Head of Department**
	* + 1. Implement curriculum prescribed by MOLHR
			2. To support in the acheivement institutional goal
			3. Should be well versed with the syllabus
			4. To ensure quality training for trainees
			5. Plan and implement professional development
			6. Assist in the management work of the institute
			7. Plan development of training skills
			8. Know about every staff under the department
			9. Carry out the analysis of the academic result and come up with approriate measures
			10. Coordinate proper course delivery schedule through daily lesson planning
			11. Monitor trainees academic and skill progress and provide timely support
			12. Setting performance with staff and carry out performance rating
			13. Carry out teaching observation of instuctor and provide professional support
2. Analyse examination result and plan proper appropriate measures
3. Seek proffesional support from outside (out source)
4. Validate examination questions for final printing
5. Understand BIHT policy well and complement
6. Continue to learn and grow professionally all the time
7. Carry out responsibility as an instructor
8. Provide support in other events of the institute
9. Initiate in campus beautification and waste management
10. Provide full support in the implementation of discipline
11. Carry out any other job assigned by the management.
12. Take active participation in the events of the institute.
13. Be prepared to work at odd hours and emergencies.
14. **Instructor**
	1. Understand the curriculum well before teaching
	2. Plan course before teaching
	3. Plan every lesson before planning and get endorsed by the HOD
	4. Prepare and use appropriate teaching aids
	5. Create condusive classroom environment for trainees
	6. Provide appropriate assignment and project work
	7. Carry out timely assessment of trainees work
	8. Carry out and maintain up to date record and continuous assessment
	9. Analyse trainees learning problems and provide appropriate support
	10. Collaborate with colleagues on teaching and grow professionally
	11. Carry out adequate research on the teaching subject
	12. Study teaching strategies and prepare appropriate handouts
	13. Extend full support to the management when required
	14. Maintain proper journals for all works
	15. Collect feedback from trainees and take neccessary action
	16. Know every trainee by name
	17. Keep track of trainees learning progression
	18. Manage classroom efficiently
	19. Ensure proper care of classroom properties
	20. Organise classroom settings and decorations
	21. Maintian record on all continuous accessment
	22. Maintain health record of each trainee
	23. Know and be informed of trainees leave
	24. Frame classroom in-houserules
	25. Reinforce trainees on the rules and regulations
	26. Guide the class councilors on thier role
	27. Develop team spirit amongst class members
	28. Provide recognition on trainees good performance
	29. Carry out any other job assigned by the management.
	30. Take active participation in the events of the institute.
	31. Be prepared to work at odd hours and emergencies.
15. **Role of a Subject Instructor for examination**
16. Set examination questions as prescribed in the curriculum and submit on time
17. Set questions along with blue print.
18. Submit model answers with questions. A provide a few alternative possible answers where ever required
19. Questions may be submitted to the HOD As per date line set by examination committee. Questions may be finalized by the HOD in consultation with subject instructors.
20. During examination time, instructors should take invigilation duty seriously in compliance with examination ethics.
21. Carry out paper evaluation as per the instruction of examination committee.
22. Class instructors and subject instructors should submit marks for continuous assessment, project work and details of individual trainees’ attendance to the examination committee on scheduled.
23. Paper evaluator and subject instructors should jointly resolve any discrepancies with the award of marks.
24. Any changes required in the marks awarded should be intimated to the examination committee before publishing of result.
25. Class instructors should fill up the character format on the Progress Report base on record.
26. **Role of the Head of Department for Examination ( HOD)**
	* 1. Questions submitted by subject instructors must be collectively moderated and get endorsement from the Academic Head.
		2. The endorsed questions papers should be submitted to the examination committee both in hard and soft copy within the stipulated time.
		3. During examination time, full cooperation must be rendered to the examination committee to ensure smooth administration of examination.
		4. Set examination questions as prescribed in the curriculum and submit on time
		5. Set questions along with blue print.
		6. Submit model answers with questions. A provide a few alternative possible answers where ever required
		7. All questions must be archived for future reference.
27. **Invigilators ‘role for Examination**
	1. As per the invigilation roster duty , take over questions paper and answersheet from the examination committee in correct number
	2. After the examination, hand over answers sheets arranged in correct sequence and number to the examination committee.
	3. Frisk trainees thoroughly before letting them into examination hall
	4. During invigilation duty, no support should be given to trainees in answering questions.
	5. During invigilation duty, no mobile phones should be used.
	6. Invigilators should not gossip during examination writing in session.
	7. Invigilators shall not leave the examination hall without substitution
	8. Invigilators should stay out of examination hall for not more than 10 minutes at a stretch.
	9. Answer sheets must be arranged in sequence of of index number While submitting to the examination committee.
	10. Invigilators should ensure that trainees sign daily attendance.
	11. Any causality during examination may be reported to the examination committee.
28. **Role of Examination Committee**
29. Plan and budget annual expenditure for the conduction of examinations.
30. Notify respective subject question setters through written notice before time.
31. Procure all essential items for examination before time.
32. Finalized question papers received from the HODs should be printed and kept ready before time.
33. Finalize the name list of trainees for examination before time.
34. Provide index number to all trainees and prepare the examination hall.
35. Prepare and notify Invigilation duty roster for instructors.
36. Provide questions and answer sheets to the invigilators without fail during the examination time.
37. Make arrangement to serve tea and biscuits with assistance of Care taker to the invigilators during the examination.
38. Appoint one of the examination committee members to punch marks electronically during the group evaluation.
39. **Role of the Head of Examination**
40. Be well versed with the examination policy, procedures and rules and regulations.
41. Plan annual budget for examination.
42. Procure all essential stationery for the examination
43. Execute all examination as per the institute calendar.
44. Delegate examination committee members for group evaluation
45. Supervise and observe examination in progress
46. Supervise and organize good documentation of examination related matters
47. Prepare all necessary document and arrangement for course end examination
48. Publish examination result on time

**Councilors roles**

* + - 1. ***Institute General Captain***
* Represent trainee’s body
* Be a role model for trainees.
* Always lead by example
* Time keeping
* Supervising classes when there is no Instructor
* Supervise traineesin the hostel
* Supervise social work
* Conduct meeting of the counselors
* Refrain from getting involved in disciplinary problems and support Institute Discipline
* Support instructors in the award of credit and discredit to trainees
* Support and cooperate with the institute Management
1. ***Culture and Audio Visual Captain***
* Plan and be responsible for organizing cultural programme
* Assist the Instructor in organizing cultural programmes
* Participate in meeting when required
* Take good and custody of the audio visual and cultural equipment
* Initiate repair of equipment with the support from the Teacher-charge
* Support instructors in the award of credit and discredit to trainees
* Support the institutecouncilor in maintenance of institute disicipline
* Collaborate with other captains in implementation of any programmes
* Support and participate in the formulation institute policies if required
* Support and cooperate with the institute Management
* Assist the Head of the Cultural Department in executing all the cultural Activities as per the plan in Institute Calendar
* Maintain record on all cultural activities held in the institute
* Take role of MC during cultural activities.
* Support and cooperate with the institute Management
* Collaborate with othercouncilors in any work or programme.
* Be always ready to volunteer to do any kind of work.
* Exhibit role model to trainees
1. ***Health Councilor***
* Assist the Teacher-in-charge in ensuring healthy habits of trainees
* Maintain record of First Aid medicine received by institute.
* Maintain a good record on the trainees health
* Assist sick trainees at the institute
* Supervise cleanliness of toilets
* Coordinate with class councilor for maintenance of health record
* Organize health programmes in the institute
* Support and cooperate with the institute Management
* Collaborate with other councilors in any work or programme.
* Be always ready to volunteer to do any kind of work.
* Exhibit role model to trainees
1. ***Media and Literary Councilor***
* Assist the Teacher-in-charge in executing all the Literary and Media Activities as per the
* Maintain record on all Literary and Media activities held in the institute
* Coordinate all Literary and Media programmes in the institute
* Assist the Teacher-in charge in executing all the literacy and Media programmes
* Support and cooperate with the institute Management
* Collaborate with other councilor in any work or programme.
* Be always ready to volunteer to do any kind of work.
* Be well versed with sports rules and regulations
* Maintain BIHT daily diary.
* Exhibit role model to trainees
1. ***Waste Management Councilor***
* Plan and execute waste management programmes
* Assist the Instructor in executing all the Waste management programmes
* Coordinate all Literary and Media programmes in the institute
* Support and cooperate with the institute Management
* Collaborate with other councilor in any work or programme.
* Be always ready to volunteer to do any kind of work.
* Come up with creative idea of mitigating waste in the Institute
* Base all project on 3rs that is reuse, recycle and reduce.
* Exhibit role model to trainees
1. ***Class Councilor***
* Assist the Class teacher in executing all the class Activities.
* Maintain record on all activities held and participated by the class members
* Coordinate all the activities in the class
* Assist the class Instructor in looking after the class furniture and assets.
* Support Class Class Instructor in organizing class activities.
* Support and cooperate with the institute Management
* Collaborate with other councilor in any work or programme.
* Be always ready to volunteer to do any kind of work.
* Be well versed with institute rules and regulations
* Select participants for any class activities
* Exhibit role model to trainees
1. ***Hostel Councilor***
* Assist the Warden in management of hostel
* Maintain record on all activities held in the hostel
* Exhibit role model to trainees
* Coordinate all the activities in the coordinate
* Provide help to sick trainees
* Care hostel furniture and assets.
* Support and cooperate with the institute Management
* Collaborate with other councilor in any work or programme.
* Be always ready to volunteer to do any kind of work.
* Be well versed with institute hostel rules and regulations
* Monitor and supervise hostel food and dining hall decorum.

