



Progress is everyone's business. High quality performance is a baseline expectation at Heritage Vidhyalaya. To bring everyone to the same page, it is essential to laydown basic rules of engagement and way to succeed. This document serves that purpose.

Success Protocol

Everyones Handbook (version.0.005)

Kannan Perumal

Version History

S#	Date	Details	Authored By	Reviewed By	Reviewed Date
1	2 nd Sep 2019	Initial Draft	Kannan Perumal	-	-
2	4 th Sep 2019	Amendments in Classroom, Teacher, and Exam Protocol	Kannan Perumal	Poornima Kannan	6 th Sep 2019



Table of Contents

1. Introduction	3
2. Executive Authority of the Management	3
3. Morning Assembly protocol	4
4. Classroom protocol	5
5. Students Protocol	7
6. Teacher protocol	8
7. Exam protocol	11
8. Communications Protocol	12
9. Parents Teacher Meeting (PTM) Protocol	13



1. Introduction

Heritage Vidhyalaya has all the required ingredients to be the # 1 CBSE School. This document lays down the protocol / rules in key areas, as much transparent as possible to reflect what it takes to reach a higher level of operations with higher level of clarity. It is expected of everyone at Heritage Vidhyalaya to understand this document and evolve accordingly.

2. Executive Authority of the Management

1. The final call and authority on executive proceedings of Heritage Vidhyalaya undisputedly remains with the Management.
2. The Management means and remains - the Chairman and the Vice-Chairman.
3. Any proceedings that are not reviewed and explicitly approved by the Management is by default remains unauthorized, and questionable.
 - a. It is the responsibility of the school personal – who is directing / executing / participating in an activity – to get it authorized to ensure:
 - i. we deliver high quality work,
 - ii. we remain conscientious in what we do,
 - iii. we remain cost effective,
 - iv. we are mindful of our spending,
 - v. our actions are transparent, accountable, and sustainable in long run.
4. It is expected of every staff member to **make a note of the expectations of the Management** that are articulated via various channels including and not limited to – telephonic conversation, meetings, one-on-one sessions, school WhatsApp group communications, school official email communications.
5. Management team retains the final call on the perceived academic **performance of the staff member** based on the how the work is delivered, its quality, and timeliness.
6. Management always welcomes open discussion on any issue and strives to ensure the staff succeeds in professional growth.
7. Management understands sensitivity around privacy and any staff member's grievance, or concerns that are discussed with the Management remains in vault. Privacy in such matters is protected to all possible extent.



3. Morning Assembly protocol

1. Morning open assembly session shall be conducted every day without fail.
2. If for reasons like – rain, etc the session does not happen, a prayer song shall be sung in the classroom facilitated by the first period teacher.
3. Assembly shall have the following structure:
 - a. Flag hosting – only on Mondays
 - b. தமிழ்த்தாய் வாழ்த்து – on Mondays
 - c. Prayer song – as in student diary
 - d. Message from the Management – not more than 2 minutes.
 - e. Message from the Principal / Vice-Principal – not more than 2 minutes
 - f. News – student – not more than 2 minutes
 - g. Thought for the day – student – both in English/Tamil – under a minute
 - h. Birthday celebrations – all the students names + Birthday song
 - i. National Anthem – only on Mondays



4. Classroom protocol

1. Name of class leader shall be written on the class board.
2. All conversation shall happen only in English in the school campus.
3. Students attendance shall be marked by the staff who is scheduled for the first period of the class as per the timetable or as per the substitution.
4. Attendance record shall be submitted to the **Admin office** before the starting of second period.
5. **Discipline:** Observation on the following shall be entered as a remark in the **student's observation note**.
 - a. Class teacher shall check the uniform compliance of the student – including the following:
 - i. Clean and neat uniform
 - ii. Well-polished shoes
 - iii. Well-trimmed fingernails
 - iv. Well-groomed hair
 - v. No watch, no colourful bands
 - vi. No gold ornaments, no colourful flowers
 - vii. No unauthorised electronic gadgets or fancy items
 - b. Class teacher shall check the **student diary** every day.
 - c. Student **Handwriting Note** shall be checked during the Handwriting period – as per the class timetable.
6. Before closing of the day, a prayer song shall be sung by the students in each class.

Closing prayer song 1	Classroom assembly prayer song 1	Classroom assembly prayer song 2
<i>Thank you, God, for the world so sweet, Thank you, God, for the food we eat. Thank you, God, for the birds that sing, Thank you, God, for everything.</i>	<i>All things bright and beautiful, all creatures great and small, all things wise and wonderful, the dear God made them all.</i> <i>Each little flower that opens, each little bird that sings, he made their glowing colours, he made their little wings</i> <i>All things bright and beautiful, all creatures great and small, all things wise and wonderful,</i>	<i>We shall overcome, We shall overcome, We shall overcome, some day. Oh, deep in my heart, I do believe We shall overcome, some day.</i> <i>We shall live in peace, We shall live in peace, We shall live in peace, some day. Oh, deep in my heart, I do believe We shall overcome, some day.</i>



	<i>the dear God made them all.</i>	<i>We are not afraid, We are not afraid, We are not afraid, TODAY Oh, deep in my heart, I do believe We shall overcome, some day.</i>
--	------------------------------------	---

7. **Class bulletin board:** Class bulletin board shall have the following:
 - a. Students Performance Chart
 - b. Monthly Information Sheet – planned subjects’ coverage for current month
 - c. Next exam timetable, and portions
 - d. **Class period** timetable, **homework** timetable, **class test** timetable, and **home test** timetable
 - e. **Student-Van table:** which student goes via. which van.
 - f. Students Birthday chart
8. **Internal Assessment Record:** Class teacher shall maintain detailed record on how the internal assessment is deduced for each student. This record shall be well maintained throughout the year.
9. A copy of **Monthly Information Sheet** shall be put up in the class bulletin board.
10. Teacher shall carry along with - a copy of **Lesson-plan** all the time.
11. The student desk and table of the class shall be arranged in a geometric consistency in line with all the other classrooms.
12. Each teacher shall make a quick note of the cleanliness of the class and ask the students to tidy up the classroom in case where the classroom is not clean, e.g., has pencil sharpener waste, papers, and any other items – shall all be put in the dustbin.
13. Students shall keep their lunch bags at the back side of the classroom.
14. Before moving to another class, the relevant subject teacher of the class shall ensure the following is done:
 - a. Board is cleaned well
 - b. Homework is checked and duly signed
 - c. **Lesson-plan** document is updated with the progress made during the session
15. Habitual defaulters of homework shall be asked to bring their parents, and appropriate remarks shall be made in **student remarks register**.



5. *Students Protocol*

<This is a reference material for students>

1. All conversation shall happen only in English in the school campus.
2. Students are encouraged to take pride in their appearance and have a positive attitude to learning.
3. Priority at school is to learn. Avoid distractions that interfere with or are counter-intuitive to that mission.
4. Be in the classroom when the bell rings.
5. Remain in seats during class unless instructed otherwise by the teacher. You (students) are dismissed by the teacher, not by the bell. Be courteous and attentive until the teacher dismisses.
6. Do not talk during the class except when called upon by the teacher.
7. Refrain from disturbing the class by disorderly conduct.
8. Be adequately provisioned for each class with pencil, pen, notebook, textbook and any other items required for the classroom session.
9. Always use appropriate language and behaviour. Also, maintain friendly and courteous behaviour.
10. Be polite and respectful to everyone including students, teachers, administrators, support staff, and visitors.
11. Always follow individual teacher instructions, class rules, and expectations.
12. Do not be a bully. If you see someone being bullied, intervene by telling them to stop or immediately report it to school personnel.
13. Do not become a distraction for others. Give every other student the opportunity to maximize their potential. Encourage your fellow students. Never tear them down.
14. School attendance and participation in class are an essential part of the educational process. Regular attendance at school is necessary for student success. Furthermore, it allows students to achieve the maximum possible benefits from their educational experience. All students are encouraged to be present and prompt. School attendance is the responsibility of both parents and students.
15. Represent yourself in a manner that you will be proud of in ten years. You only get one opportunity to get life right. Take advantage of the opportunities you have at school. They will help you to be successful throughout your life.



6. *Teacher protocol*

1. Teacher/staff shall always speak in English in the school campus.
2. A teacher must **be in a class' WhatsApp group forum** if he/she handles one or more subjects/session of that specific class. For e.g., if a teacher handles English in class 1 (A), 1(B), 3(A), and 6(A), then that teacher should be in the WhatsApp forum of class 1 (A), 1(B), 3(A), and 6(A).
3. Teacher's performance is based on the compliance to the **Teacher protocol guidelines and the academic performance of the students**.
4. **Collaboration:** Teachers are expected to intellectually contribute in group discussions that happen in various platforms – including school official email, school WhatsApp group forums, and likewise.
5. **Time bound response to Queries from Management:** Teachers are expected to respond within 24 hrs to any queries – specific or general raised by the school Management – Chairman / Vice-Chairman. Response to a query shall be one or combination of the following:
 - a. Date commitment on when the work shall be completed
 - b. Answer to the query
 - c. Whether it is feasible to get the work done
6. Once the staff commits to a date to get the work done, it is duty of the staff to get the work done on time.
 - a. It is the responsibility of the staff member to provide the proof of progress, proof of timely delivery of work assigned, proof of effectiveness of himself/herself in the institution in an ongoing basis to the Management.
 - b. The staff shall not blame on the inefficiencies of other staff members for the delay in getting the work done.
7. **Always be on time to your classes as specified in the timetable. There is no negotiation on this expectation.**
8. Get to **know about your student** that you handle on per subject basis and as a class teacher.
9. As a class teacher, take necessary action to ensure the student has the **Student Diary well maintained and adequately filled** with relevant information.
10. Ensure the class you visit is orderly all the times, and maintain a cheerful atmosphere, rather than a disorderly one. Make learning interesting and relevant to the students' lives.
11. Let the students know you care about them, and you are there to support their learning journey.
12. Find opportunity to praise good work, good behaviour, and good responses.
13. Never humiliate a child, never threaten them, don't use sarcasm to enforce discipline. Never compare one student with another. It is perfectly okay to apologise if you have treated a student unjustly.
14. Make sure punishments are appropriate for the misbehaviour. Explain to the student - why he or she is being punished. Secure more information from the student on who, what, when, where and why. Be objective rather than emotional. Record what happened, when, where, who was involved, what you did, and who witnessed the incident.
15. **Avoid arguing with students** unnecessarily – cut short such developments.
16. **Always be on the move** inside the classroom when the students solve/respond a question/problem/exercise/instruction.
17. **Always review homework or assignments** and return them to students as soon as possible.



18. For all the assigned subjects of all grades, the teacher shall have the **Lesson plan for the entire year**, and have it uploaded to **Team Drive** before the start of the academic year.
19. Teacher shall mark the progress made in the **Lesson-plan** file and submit to office when asked for.
20. Teacher shall have up-to date information on **lesson coverage for each subject** that contains the plan for the entire year vs what has been covered till date.
 - a. Subjects coverage report sheet – pervious months subject coverage – plan vs actual progress made in each subject shall be well maintained all the time.
21. Teacher shall keep a track of top 10 student-performers of the class and bottom 10 student-performers of the class and shall take special care to bring up the weak performers.
22. Teachers shall talk to at least two parent (of weak students) and make corresponding entry in **Parent-School partnership record**. Cover the following:
 - a. Observation on the student as marked in the **Student Remarks** note, **performance chart**, **mentor-mentee record**.
23. Student profile data shall be maintained for each student in **Student Profile Record** note. This note shall be maintained by the Class Teacher. This shall be made available for parents during PTA. Following shall be captured in this record note:
 - a. Class Teacher's summary about the student's performance in PT1, PT2, and PT3.
 - b. Space to capture Parents summary about the student's in PT1, PT2, and PT3.
24. Any subject teacher shall make an entry in the **Student Remarks** note. It is the responsibility of the class teacher to maintain this **Student Remarks** note.
25. Class teacher shall gather relevant information from all the subject teachers and arrive at a rating for each parameter as in **Performance Chart** and shall mark it accordingly before 8th of every month for the **previous-months-performance** of each student.
26. All teachers are empowered to enquire a student if found to be indiscipline inside the school campus, including the following:
 - a. Boys: Shirt shall be properly tucked in; shirt sleeves shall not be rolled up.
 - b. Girls: maintain uniform integrity
 - c. Students shall not talk loud inside the campus, shall not run in the campus (except during games period), shall tie their hands at the back and walk in a line formation.
27. **Handouts**: shall be prepared for all the subjects from grade 1 to grade 8. It shall be submitted for review to the Chairman.
 - a. Handouts should contain all aspects such as dictation words, missing letters, match the following, fill ups, true/false, question answers, grammar questions, letter writing, comprehension etc (whatever appears in test). Enough drill for all children both good and slow learners must be given in reading and writing. Everyday test (class and home) must be conducted so that the performance of all students is exemplary.
28. Each Teacher shall have at least ten challenging students (not more than ten students) to mentor and groom. No one student shall have more than one teacher mentor. Progress on the mentee shall be discussed with the Management on a monthly basis. Notes on this activity shall be made in **Mentor-Mentee record** that the teacher maintains.
29. Teacher shall not involve in activities that results in collecting money from the students – like – special notes xerox, conducting special class, etc. All such needs shall be handled via the school office.



30. Teacher shall not carry the mobile phone to the classroom. There shall not be any exception on this expectation. In case the teacher is expecting an important call, the same shall be mentioned to the office staff and the office staff shall receive the call.
31. All teachers shall communicate the school office number to their family and friends – which shall be used as an alternative to receive any important/emergency messages.



7. Exam protocol

1. **Exam circular** shall be sent to parents at least one month in advance and shall be clearly captured and published in classroom bulletin. It shall include the following:
 - a. **Exam syllabus** for each subject.
 - b. **Exam question paper blueprint** for each subject.
 - c. Exam date and time.
2. Initiate issuing of **hall tickets** at least ten days ahead of exam for all the students who have paid the relevant fees.
3. **Exam hall** arrangements shall be taken care by the timetable committee.
 - a. **Furnitures shall not be moved** from one class to another to conduct exam.
 - b. Seating arrangements shall be done **based on the furniture available** in the classrooms.
 - c. **Exam Seating arrangement team** shall first conduct a survey on capacity availability in each classroom before allotting exam seats for students.
4. To **avoid conflict of interest**, a teacher shall either disclose to the Management that he/she is invigilating a hall that contains his/her own students.
5. Only those students who possess a **valid hall ticket** shall be permitted to write the exam.
6. **Question paper:** All possible efforts shall be taken to ensure the questions are not leaked to the students. Management team reserves the right to change questions before the start of the exam.
7. Exam answer sheet shall be corrected on the same date by the corresponding subject teachers and presented to the Chairman's cabin the next morning.
8. One **Answer Sheet Envelope File** shall be maintained **for each student** that has the following:
 - a. Answer sheet of all subjects of the student in Periodic Test – to be shown to the parents in the PTM.
 - b. Once the PTM is over, the answer sheets shall be quarantined, and the **Answer Sheet Envelope File** shall be used for upcoming exams or handed over to the Admin Office by the end of the year.
9. Marks shall be entered in the consolidated marksheet in the Team Drive within two days of conducting the exam to ensure the Management has a view on that.
10. Marks shall be also be entered in the students **Report Card** after each relevant exam.



8. *Communications Protocol*

1. All parental communications shall be reviewed either by the Chairman or the Vice-Chairman, or anyone assigned by them for the above purpose – shall be termed as **Reviewer**.
2. A fair copy of all circulars for planned activity shall be prepared at-least 20 days in advance. This includes the following:
 - a. Preparation of a rough copy – that complies to the circular template, font selection, alignment, spelling, and over all structure. Then rough copy shall be sent for a review.
 - b. Reviewer shall then review – including:
 - i. Application of the management context
 - ii. see how sharp the communication is
 - iii. language standard
 - iv. review cultural **sacred cows**, tone, and/or do's and don'ts in a circular.
3. All the above points are applicable for parental paper circulars.
4. WhatsApp circulars – shall be planned at-least two days in advance, i.e., a fair copy of the content shall be made available at least two days in advance.
5. WhatsApp circulars shall be reviewed by a **Reviewer**.



9. *Parents Teacher Meeting (PTM) Protocol*

1. PTM shall happen in the classroom of the student.
2. All the other students' parents shall wait outside the classroom – a paper token shall be issued by the class teacher so the parents who came first are taken care first.
3. Plastic chairs shall be arranged so parents are comfortably seated outside the classroom.
4. The discussions session shall happen in the same classroom of the student. And, **only the following participants are permitted to be in the classroom** to take part in the session:
 - a. Class teacher,
 - b. Parent(s) of the student,
 - c. Student
5. At any given time, only one student's parent(s) shall discuss with the teacher during the PTM session in the classroom. Teacher has the right to seek help from the office if bullied by more than one parent.
6. The class teacher shall cover the following during the PTM:
 - a. Behaviour of the student in the classroom
 - b. Strengths of the student
 - c. What the student must do to get to next level of academic performance
 - d. How the parent shall support the student from home
 - e. Clarify any other questions the parent may have
 - f. Show the student summary note of the specific student
 - g. Answer sheet of recently conducted exam from the **Answer Sheet Envelope File**
 - h. Ask the parent to write their summary on progress made so far by the student
 - i. Let the parent to look around the classroom

