



International Board of Skills & Development

Making People Skilled & Certified

International Board of Skills & Development

IBOSD

POLICY MANUAL

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IBOSD/General 001/Policy/Vision statement- 01/22 rev. 0/ 06/21

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Vision statement:-

“Skilled and committed employees can only ensure business sustainability and continuity”

Dr. Adrian Estes

Chairman

International Board of Skills & Development

Date of signature: - 03 may 2021



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IBOSD/General 001/Policy/Mission Statement- 02/22 rev. 0/ 06/21

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Mission statement

“Making people skilled and certified globally”

Dr. Adrian Estes

Chairman

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Date of signature: - 03 may 2021



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IBOSD/General 001/Policy/General Work Rules- 03/22 rev. 0/ 06/21

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GENERAL WORK RULES

IBOSD wants to encourage a safe and pleasant work atmosphere. We can only achieve this when everyone is cooperative and commits to appreciating standards of behavior.

The following is a list of behaviors that IBOSD considers unacceptable.

Any employee found engaging in these behaviors will be subjected to disciplinary actions including warning, lay off or even dismissal if necessary

- Failure to be at the workplace at the regular starting time.
- Willfully damaging, destroying, or stealing property that belongs to fellow employees or IBOSD
- Fighting or engaging in horseplay or disorderly conduct
- Refusing or failing to carry out the instructions of the supervisor.
- Leaving your workstation (except for reasonable personal needs) without permission from your manager or the supervisor.
- Ignoring work duties or loafing off during working hours
- Coming to work under the influence of alcohol or any drug
- Bringing alcoholic beverages or drugs into company property.
- is Intentionally giving any false or misleading information to obtain employment or leave of absence.
- Using any threatening or abusive language against any fellow employee.
- Punching another employee's time card or falsifying any record.
- Smoking contrary to established policy or violating another fire protection regulations
- Willfully or habitually violating safety or health regulations
- Failing to wear clothing conforming to standards set by the company



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- Taking unexcused absence from work
- Using company equipment's in an unauthorized manner
- Possessing firearms or weapons of any kind on company property.

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IBOSD/General 001/Policy/Remuneration Policy- 04/22 rev. 0/ 06/21

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REMUNERATION POLICY

GENERAL

IBOSD strives to develop and implement its remuneration policy as a fair, consistent, competitive program of financial compensation for all employees of the company to be balanced with the responsibilities that have been undertaken.

SCOPE

The policies include all managers and employees at all levels within IBOSD and its affiliated companies.

PRINCIPLE OF REMUNERATION POLICY

The remuneration policy is based on the following principles that guide the compensation programs and the consequent actions:-

- Fairness and consistency with the responsibilities assigned and the capabilities demonstrated.
- Alignment with the company strategies and with the defined objectives
- Competitiveness concerning practices and market trends
- Enhancement of merit and performance in terms of results, behaviors and values acted.
- Clear governance and compliance with the regulatory framework.

POLICY

- The salaries to be paid to managers and employees at all levels of the company shall be compatible with internal balances, strategic targets, and market conditions.



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- A general increase in salaries is to be implemented once a year. A two stage process is followed in determining the rate of yearly wage increase: first, the general corporate wage increase rate shall be determined, and then the personal wage increase rate shall be specified.
- Determination of wages in duty changes and recruitments and yearly general wage increases are arranged through Remuneration Management Procedure and announce to all employees

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IBOSD/General 001/Policy/Company Vehicle Policy- 05/22 rev. 0/ 06/21

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COMPANY VEHICLE POLICY

Vehicle fleet purpose

Company vehicles are provided to support business activities only and are to be used only by qualified and authorized employees. They are not to be considered as a part of an employee's compensation and must not be used as an inducement for employment. In all cases, these vehicles are to be operated in strict compliance with India's motor vehicle laws or the jurisdiction in which they are driven and with the utmost regard for their care and cost-effective use.

- Company vehicles must not be used for business activities of other companies.
- Company vehicle must not be used for personal private issues.

Drivers Licensing

Company drivers and anyone authorized to drive the company vehicle must have a valid driver's license issued in India for the class of the vehicle being operated and must be able to drive a vehicle. The driver must be at least 21 years of age and have at least one year of experience in the class of vehicle operated. Obtaining a driver's license is a personal expense.

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IBOSD/General 001/Policy/E mail Policy- 06/22 rev. 0/ 06/21

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EMAIL POLICY

Electronic email is pervasively used in almost all industry verticals and is often the organization's primary communication and awareness method. At the same time, misuse of email can post many legal, privacy, and security risks, thus it's important for users to understand the appropriate use of electronic communication.

This policy covers appropriate use of any email sent from a IBOSD email address and applies to all employees and agents operating on behalf of IBOSD.

POLICY

- All the use of email must be consistent with IBOSD policies and procedures of ethical conduct, safety, compliance with applicable laws and proper business practices.
- IBOSD email account should be used primarily for IBOSD business related purposes. Personal communication is permitted on a limited basis, but non IBOSD related communication uses are prohibited.
- All IBOSD data contained within an email message or an attachment must be secured according to the data protection standards.
- Email should be retained only if it qualifies as a IBOSD business record. Email is an IBOSD business record if there exist a legitimate and ongoing business reason to preserve the information contained in the email.
- All the official communication between employees must be done through emails.



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IBOSD/General 001/Policy/Employee Social Media Policy- 07/22 rev. 0/ 06/21

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EMPLOYEE SOCIAL MEDIA POLICY

Internet / intranet usage;-

Acceptable use- internet access is to be primarily for business purposes. Any personal social media use must not interfere with normal business activities, must not involve solicitations, must not be associated with any for-profit outside business activity and must not potentially embarrass the company, damage the company's reputation or tarnish its image

Blocked content- the company as its sole discretion, reserves the right to block access to any internet site

Never represent yourself or the company in a false or misleading way. All the statements must be true and not misleading; all claims must be substantiated. (please verify any company related updates from the digital marketing manager before posting)

Post meaningful, respectful comments- in other words, please avoid spams and remarks that are off-topic or offensive.

Stick to your area of expertise and feel free to provide unique, individual perspectives on non-conditional activities at the company.

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Chairman



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IBOSD/General 001/Policy/Quality Policy- 08/22 rev. 0/ 06/21

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QUALITY POLICY

International Board of Skills and Development is committed to

- Provide clients with high-quality services which meet requirements and are fit for their purpose
- Operating the business to the systems required by ISO 9001:2000
- Enhancing the skills of management and staff through review and actively pursuing an on-going training policy, the objective of which is to prepare staff to perform their work more effectively
- Promoting the culture of continual quality improvements and the philosophy of getting things “right first time”
- Rigorously controlling the supply, installation and completion to program of all the projects
- Promoting the quality management systems and ensuring implementation is achieved by internal auditing, management review, corrective and preventive action.

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IBOSD/General 001/Policy/Equal Opportunity Policy- 09/22 rev. 0/ 06/21

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EQUAL OPPORTUNITY POLICY

International Board of Skills and Development recognizes that people with different backgrounds, skills, attitudes, and experiences bring fresh ideas and perceptions. This policy seeks value and harnesses these differences and to make our services relevant and approachable for everyone. We aim to draw upon the widest possible range of views and experiences in order to meet the changing needs of our clients, staff, partners, and supporters.

We believe inequality of opportunity and value all individuals regardless of any collective identity.

International Board of Skills and Development believes that all people have a right to employment and to services which are free from direct and indirect discrimination on grounds of race, color, caste, ethnic or national origin, religion, political affiliation, social class, employment or financial status, sex , disability (sensory impairment and learning disability), marital status, HIV/AIDS status, language (including the language of deaf people)gender identity, sexual orientation, age or non-relevant crime conviction.

Company is committed to providing an environment free of stereotyped and oppressive beliefs, attitudes, and practices. We seek to promote diversify and to respond to the needs of all individuals in a fair and equitable manner. We work to reduce unfair discrimination in society and seek to eliminate such practices within the organization

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IBOSD/General 001/Policy/Disciplinary Action Company Policy- 10/22 rev. 0/ 06/21

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DISCIPLINARY ACTION COMPANY POLICY

Our disciplinary action company policy explains how we address our employees misconduct or inadequate performance.

Scope;

This policy applies to all our employees

Policy elements

The stages that may be followed when discipline is deemed necessary including the following

1. Verbal warning
2. corrective action/ counseling
3. official written reprimand
4. disciplinary meeting with appropriate supervisor or manager
5. final written warning
6. detraction of benefits
7. indefinite suspension or demotion
8. termination

Performance issues;-

Disciplinary procedure starts at stage 1. It includes but is not limited to

- Failure to meet performance objectives



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- Attendance issues
- Failure to meet deadlines

Onetime minor offence:-

Disciplinary procedure starts at stage 1. Includes but not limited to

- Rude behavior to customers or partners
- On the job minor mistakes
- Breach of dress code
- Involuntary discrimination

Frequent offender:-

Disciplinary procedure starts at stage 5. Includes but not limited to

- Lack of responses to counseling and corrective actions
- Lost temper in front of customers or partners
- On the job major mistakes
- Unwillingness to follow health and safety standards

Felony:-

Disciplinary procedure starts at stage 6. Includes but not limited to

- Corruption or bribery
- Breach of employment agreement
- Harassment /voluntary discrimination
- Workplace violence
- Embezzlement /fraud
- Substance abuse



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Our disciplinary procedure begins when there is sufficient evidence to justify it. When there is suspicion or hints of misconduct, managers or HR must investigate the matter first

We have the right to modify this policy or act in any other legal or reasonable way as each case demands, but we will always enforce discipline in a fair and lawful manner.

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IBOSD/General 001/Policy/Disciplinary Anti- Bribery Policy- 11/22 rev. 0/ 06/21

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ANTI-BRIBERY POLICY

1. Purpose

The purpose of this policy is to establish controls to ensure compliance with all applicable anti-bribery and corruption regulations, and to ensure that the Company's business is conducted in a socially responsible manner.

2. Policy statement

Bribery is the offering, promising, giving, accepting or soliciting of an advantage as an inducement for action which is illegal or a breach of trust. A bribe is an inducement or reward offered, promised, or provided to gain any commercial, contractual, regulatory, or personal advantage.

It is our policy to conduct all of our business in an honest and ethical manner. We take a zero-tolerance approach to bribery and corruption. We are committed to acting professionally, fairly and with integrity in all our business dealings and relationships wherever we operate and implementing and enforcing effective systems to counter bribery.

We will uphold all laws relevant to countering bribery and corruption in all the jurisdictions in which we operate. However, we remain bound by the laws in India in respect of our conduct both at home and abroad.

Bribery and corruption are punishable for individuals by up to ten years imprisonment and a fine. If we are found to have taken part in corruption, we could face an unlimited fine, be excluded from tendering for public contracts and face damage to our reputation. We therefore take our legal responsibilities very seriously.

3. Scope

3.1 Who is covered by the policy?

In this policy, third party means any individual or organization you come into contact with during the course of your work for us, and includes actual and potential clients, customers, suppliers, distributors,



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business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.

This policy applies to all individuals working at all levels and grades, including senior managers, officers, directors, employees (whether permanent, fixed-term or temporary), consultants, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with us, or any of our subsidiaries or their employees, wherever located (collectively referred to as employees in this policy).

This policy covers:

- Bribes;
- Gifts and hospitality;
- Facilitation payments;
- Political contributions;
- Charitable contributions.

3.2 Bribes

Employees must not engage in any form of bribery, either directly or through any third party (such as an agent or distributor). Specifically, employees must not bribe a foreign public official anywhere in the world.

3.3 Gifts and hospitality

Employees must not offer or give any gift or hospitality

- Which could be regarded as illegal or improper, or which violates the recipient's policies; or
- To any public employee or government officials or representatives, or politicians or political parties; or
- Which exceeds \$100 in value for each individual gift or \$500 in value for each hospitality event (not to exceed a total value of \$1000 in any financial year), unless approved in writing by the employee's manager.

Employees may not accept any gift or hospitality from our business partners if:

- It exceeds \$100 in value for each individual gift or \$500 in value for each hospitality event (not to exceed a total of \$1000 in any financial year), unless approved in writing by the employee's manager; or
- it is in cash; or



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- There is any suggestion that a return favor will be expected or implied. Where a manager's approval is required above, if the manager is below Director Level, then approval must be sought from an appropriate Director.

If it is not appropriate to decline the offer of a gift, the gift may be accepted, provided it is then declared to the employee's manager and donated to charity.

We appreciate that the practice of giving business gifts varies between countries and regions, and what may be normal and acceptable in one region may not be in another. The test to be applied is whether in all the circumstances the gift or hospitality is reasonable and justifiable. The intention behind the gift should always be considered.

Within these parameters, local management may define specific guidelines and policies to reflect local professional and industry standards. Where this policy requires written approval to be given, the Company Secretary shall put in place a process to maintain a register of all such approvals.

3.4 Facilitation payments and kickbacks

Facilitation payments are a form of bribery made to expedite or facilitate the performance of a public official for a routine governmental action and not to obtain or retain business or any improper business advantage. Facilitation payments tend to be demanded by low level officials to obtain a level of service which one would normally be entitled to.

Our strict policy is that facilitation payments must not be paid. We recognize, however, that our employees may be faced with situations where there is a risk to the personal security of an employee or his/her family and where a facilitation payment is unavoidable, in which case the following steps must be taken:

- Keep any amount to the minimum;
- Create a record concerning the payment; and
- Report it to your line manager.

In order to achieve our aim of not making any facilitation payments, each business of the Company will keep a record of all payments made, which must be reported to the Company Secretary, in order to evaluate the business risk and to develop a strategy to minimize such payments in the future.

3.5 Political Contributions

We do not make donations, whether in cash or kind, in support of any political parties or candidates, as this can be perceived as an attempt to gain an improper business advantage.

3.6 Charitable contributions



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Charitable support and donations are acceptable (and indeed are encouraged), whether of in-kind services, knowledge, time, or direct financial contributions. However, employees must be careful to ensure that charitable contributions are not used as a scheme to conceal bribery. We only make charitable donations that are legal and ethical under local laws and practices]. No donation must be offered or made without the prior approval of [the compliance manager

All charitable contributions should be publicly disclosed.

Your responsibilities:-

- You must ensure that you read, understand and comply with this policy.
- The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for us or under our control. All employees are required to avoid any activity that might lead to, or suggest, a breach of this policy.
- You must notify your manager OR the Company Secretary or the confidential helpline as soon as possible if you believe or suspect that a conflict with or breach of this policy has occurred, or may occur in the future.
- Any employee who breaches this policy will face disciplinary action, which could result in dismissal for gross misconduct. We reserve our right to terminate our contractual relationship with other workers if they breach this policy.

4. Record-keeping

We must keep financial records and have appropriate internal controls in place which will evidence the business reason for making payments to third parties.

You must declare and keep a written record of all hospitality or gifts accepted or offered, which will be subject to managerial review.

You must ensure all expenses claims relating to hospitality, gifts or expenses incurred to third parties are submitted in accordance with our expenses policy and specifically record the reason for the expenditure.

All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers, and business contacts, should be prepared and maintained with strict accuracy and completeness. No accounts must be kept "off-book" to facilitate or conceal improper payments.

5. How to raise a concern



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You are encouraged to raise concerns about any issue or suspicion of malpractice at the earliest possible stage. If you are unsure whether a particular act constitutes bribery or corruption, or if you have any other queries or concerns, these should be raised with your line manager OR the Company Chairman/Executive Director or through the confidential Email.

6. What to do if you are a victim of bribery or corruption

It is important that you tell the Chairman /Executive Director as soon as possible if a third party offers you a bribe, are asked to make one, suspect that this may happen in the future, or believe that you are a victim of another form of unlawful activity.

7. Protection

Employees who refuse to accept or offer a bribe, or those who raise concerns or report another's wrongdoing, are sometimes worried about possible repercussions. We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken.

We are committed to ensuring no one suffers any detrimental treatment as a result of refusing to take part in bribery or corruption, or because of reporting in good faith their suspicion that an actual or potential bribery or other corruption offence has taken place, or may take place in the future.

Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should inform the company immediately. If the matter is not remedied, and you are an employee, you should raise it formally using the company's Grievance Procedure.

8. Training and communication

Training on this policy forms part of the induction process for all new employees. All existing employees will receive regular, relevant training on how to implement and adhere to this policy. In addition, all employees will be asked to formally accept conformance to this policy on an annual basis.

Our zero-tolerance approach to bribery and corruption must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and as appropriate thereafter.

9. Who is responsible for the policy?

The board of directors has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

The Company Secretary has primary and day-to-day responsibility for implementing this policy and for monitoring its use and effectiveness and dealing with any queries on its interpretation. Management at



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all levels is responsible for ensuring those reporting to them are made aware of and understand this policy and are given adequate and regular training.

10. Monitoring and review

The Company Secretary will monitor the effectiveness and review the implementation of this policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. Internal control systems and procedures will be subject to regular audits to ensure that they effectively counter bribery and corruption.

All employees are responsible for the success of this policy and should ensure they use it to disclose any suspected danger or wrongdoing.

Employees are invited to comment on this policy and suggest ways in which it might be improved. Comments, suggestions and queries should be addressed to the Company Secretary.

This policy does not form part of any employee's contract of employment and it may be amended at any time.

Dr. Adrian Estes

Chairman

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Date of signature :- 03 may 2021



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IBOSD/General 001/Policy/Disciplinary Non- Discrimination Policy- 12/22 rev. 0/ 06/21

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NON-DISCRIMINATION POLICY

It is the policy and commitment of International Board of skills and development (IBOSD) that it does not discriminate on the basis of race, age, color, sex, national origin, physical or mental disability, or religion.

Equal Employment Opportunity

IBOSD is committed to a policy of equal employment opportunity and does not discriminate in the terms, conditions, or privileges of employment on account of race, age, color, sex, national origin, physical or mental disability, or religion or otherwise as may be prohibited by federal and state law.

Any employee, board member, volunteer, or client who believes that s/he or any other affiliate of IBOSD has been discriminated against is strongly encouraged to report this concern promptly to the Executive Director.

Discriminatory Harassment

Harassment or intimidation of a client, staff person or guest because of that person's race, age, color, sex, national origin, physical or mental disability, or religion is specifically prohibited and may be grounds for termination.

Harassment and intimidation includes abusive, foul or threatening language or behavior. IBOSD is committed to maintaining a workplace that is free of any such harassment and will not tolerate discrimination against staff members, volunteers or agency clients.

Issues of discriminatory treatment, harassment, or intimidation on any of these bases should immediately be reported to the Executive Director or immediate supervisor and, if substantiated, prompt action will be taken.



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IBOSD- General 001 - Policy - 2021- Environmental Policy – 13 rev. 0/ 05/21

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Environmental Policy Statement

International Board of Skills Development (IBOSD) is committed to reducing its impact on the environment. We will strive to improve our environmental performance over time and initiate additional projects and activities that will further reduce our environmental impacts.

Our commitment to the environment extends to our customers, our staff, and the community in which we operate.

We are committed to:

- Comply with all applicable environmental regulations;
- Prevent pollution whenever possible;
- Train all of our staff on our environmental program and empower them to contribute and participate;
- Communicate our environmental commitment and efforts to our customers, staff, and our community; and
- Continually improve over time by measuring our environmental impacts and setting goals to reduce these impacts each year.

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IBOSD- General 001 - Policy - 2021- Mobile Policy – 14 rev. 0/ 05/21

Mobile International Board of Skills & Development

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MOBILE POLICY

At our company, company owned mobile phones are given to employee to carry their job. It is in fact given to employee whose job demands to be contactable or require mobile application to perform their role.

The Cell phone policy at work is meant for the allotment of mobile phones to the organizational employees for business.

It includes procurement and operations of organization mobile phones.

The Company cell phone policy also offers guidelines for the use of company owned mobile phones during working hours.

Pro's having Cell phone protocols in business:

- 1) Better customer services
- 2) Easily contactable with office, customers and suppliers.
- 3) Increase in mobility
- 4) Increase in productivity
- 5) Work remotely
- 6) Advantages of mobile phone technology.

Con's of using Mobile phones policy in business:

- 1) Work distraction: Use of mobile phone devices in office for personal or other calls distract the work and even result in decreased productivity.



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2) Disturbance in work life balance: Attending official calls after office hours and even checking of official emails creates disturbance in normal work life balance.

3) Costs:

Providing cell phones to employee increases the cost to the company.

4) Judicial issues:

Like use of mobile while driving.

Usability of the mobile phone in office hours

Following the “mobile device policy” it is advised not to keep the mobile phone on the desk. If brought to the office it should be kept in a handbag etc. During office hours, a mobile phone can be used only for business purposes. It should be used minimal for personal reasons, and mobile phone use must not hamper the work.

Policy guidelines

1. Use of mobile phone should be in the limit; excessive use of mobile phone causes the distraction in the workplace.
2. As per the “cell phone policy at work” there should not be any disturbance caused to colleagues.
3. The use of company-issued mobile phones must not pose any threat to the security of the company with any kind of inappropriate use.
4. There should not be any misuse of the company's internet connection.
5. Employees are not allowed to play games etc. on the mobile phone during office hours.
6. Use of mobile camera or recorder is strictly prohibited from recording company related confidential information.
7. Mobile phone should not be carried or used in the area which is already banned for the use of mobile phones etc.
8. Upload of any illegal or obscene material with the use of the company's intranet.
9. The company defines the activities wherein mobile phone can be used to carry on the organizational business.
10. The company also defines the limit for use of mobile phone for personal use. These details are defined under the use of “Cell phone in workplace policy”.



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11. The company expects its employees to use the internet productively for official use during working hours.
12. Surfing of social media for personal entertainment during office hours is not allowed.
13. Employees must not access the websites which have been blocked by the company.
14. Applications such as related to weather, productivity etc. is allowed, but such use must not interfere with the normal working of employees in the organization.
15. Applications such as google play store or iTunes are not allowed to be used.
16. Use of mobile phone while driving is strictly prohibited.
17. In case the company observes that the employee is using mobile phone more for personal usage, he/she may be asked to minimize usage and can also ask to contribute to the cost of monthly bill etc.
18. According to “employee cell phone policy” if the company believes that mobile phone is being used inappropriately, the company may cancel the plan and ask to return the mobile device.
19. The mobile phone cannot be used any time to send /receive any illicit material, for harassing others, for storage of confidential information belonging to other company.
20. The cell phone must not be used while an employee is operating any instrument.
21. The Mobile phone can be used to keep the schedule and track of all official appointment.
22. It can also be used to carry out work-related research.
23. The Mobile phone may be used officially to keep track of work contacts.
24. If the mobile phone is used inappropriately mostly, in such case, the device can be taken back from the employee on the ground of disciplinary issues.
25. A cell phone use is prohibited during meetings etc according to company mobile phone policy.
26. Use of cell phone for harassing others may invite strong disciplinary action, which may even lead to termination.
27. Use of mobile phone must be done in such a way that it does not interfere with the normal working of the business.
28. For the use of the internet and email on the phone, email and internet policy must be used.
29. The company does not hold any responsibility for the loss of mobile phone brought into the workplace.



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30. The company prohibits mobile phone use in the area where using a mobile phone would be unsafe and would be distracting for the user or create an unsafe working environment.
31. The company can issue mobile phone to the employees where job required to be in immediate access to customers or be in touch that otherwise are difficult to reach after office hours. In such circumstances, the mobile phone can be provided to employees.
32. All mobile phones as per Mobile phone policy provided by the company are the property of the company.
33. Employees who leave the company for any reason must return their mobile phone to the manager/HR.
34. The mobile phone when provided by the company has a right to publish the cell phone number in order to make employees more accessible for the need of business.
35. Maintenance of cell phone is employee responsibility.
36. While on international travel, it is managers/ admin. Responsibility to get the use of an international cell phone for the employee or employee can get the same from admin./hr after approval from the immediate manager/ HR/HOD.
37. For international roaming, the employee can be given an option to use the calling card or they are advised to purchase a local calling card.
38. It is the responsibility of the admin department that the employee uses the most effective cell phone calling plan.
39. According to company issued cell phone agreement employees accessing the company network with a wireless device, a password to be entered to access the device. In the event, the device becomes stolen or lost the company reserves all the right to delete company information from the device.
40. Employees are expected to manage the cost of mobile phones and other wireless devices.

Confidentiality:

- a. Every employee of the company has a sense/ duty of confidentiality. Employees are expected not to share any confidential information outside with the help of mobile phone. An employee using a cell phone while at work may be without intentions at risk of breaching of confidential information. For instance "Mobile phone information "may lead to information leakage, e.g. sending any pics that carry confidential documents, etc.
- b. The employees must keep in their mind while working that use of mobile phone, internet at any point must not breach the access to the internet at the workplace



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International Calls and Roaming:

- a. As per the agreement of company-issued cell phone, an employee will be given access to international calling /roaming only if it is required to perform their duty for business activity.
- b. To activate mobile, international roaming approval is required from the department's immediate reporting manager and head.
- c. In case international roaming cost is due to personal use, the company may ask the employee to bear the excessive cost.

Risk and liabilities (Loss or damage of mobile phones)

The company does not take any liability for the loss or damage of the mobile phone. It is solely the responsibility of the employee to keep the phone at the safe and private location. The work mobile phone must be brought to work only on employee responsibility and risk.

1. Mobile devices provided by the company if stolen must be reported within 24 hours to the immediate reporting manager and admin/hr department.
2. The immediate manager, Head of department and HR must be notified of the loss of the mobile phone.
3. In case of non-compliance, the company reserves the right to take strict disciplinary action, which may even lead to termination.
4. The company expects the employee to use the cell phone ethically and within the mobile phone policy limits.

Explanation of the policy

Corporate HR department will be the sole authority to interpret the content of this policy.

Dr. Adrian Estes

Chairman



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IBOSD- General 001 - Policy - 2021- Dress Code Policy – 15 rev. 0/ 05/21

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DRESS CODE POLICY

Objective

Each and every employee working for the organization represents the organization in public as well as in front of customer or clients. Thus the personal appearance and hygiene of the employee is directly linked with the organization. The objective of the dress code policy is to guide the employee to dress in a befitting manner, appropriate to the job and considering the need of the company, their co-workers, and safety concerns. The positive or negative impact of the appearance of the employee has an effect on the company culture. Henceforth the objective of the dress code policy is to convey to the employee that we are all equal and related to each other by following the same work culture.

Scope of Dress Code Policy

The dress code policy is applicable to the employees who are on the regular payroll of the company. The dress code policy should be followed while working in the office when the employees are out of the office on company assignments such as client meetings, conferences, training programs, or business events.

Elements of Dress Code Policy

The organization expects that employee should project their image as respectable, trustworthy, and knowledgeable professionals among the clients. As the appearance has a psychological effect on the people

With whom you interact. Thus, it is important that based on the appearance, the clients should feel comfortable to seek inputs, guidance and professional services from the employees.

- Employee should come neatly and cleanly dressed and well-groomed (the grooming dictated by ethnicity and religion is not restricted).
- The dress should be appropriate to the work environment. Too revealing clothes are not allowed.
- The attire should project professionalism.
- Clean and good shape clothes should be used at work. The clothes with rips, holes, or tears are not allowed.
- Clothes offensive to other employees or the public should be avoided.



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- The attire employees are expected to wear should come under business, business casual, smart casual and casual as per the rules and day allotment done by the organization.

Dress Code Violations and Disciplinary Consequences

It is the responsibility of reporting managers/supervisor/HR department to inform the employees that they have violated the dress code policy. In case of violation, the employee can immediately correct the problem. Supervisor may allow the employee to leave the work and go out to change the clothes. Employees can borrow the clothes from their office mates or go to the person's home near the workplace to change the clothes.

The repeated violation of the dress code may lead to major repercussions and result in disciplinary action, including termination. The termination of employee can occur in case of dress code violation if:

- Repeated dress code violations even after receive the warning and memo from HR department.
- In case the inappropriate appearance of employee leads to irreparable damage such as loss of important client or deal.

Clothing which Violates the Dress Code Policy

Here are a list of clothes which are not allowed at the workplace. Employees should not wear these clothes at the office.

Clothes- Tattered jeans or shorts, patch work on jeans, inappropriate slacks, dressy capris, exercise pants, sweatpants, Bermuda shorts, sweat suits, see-through shirts or blouses, sports bras, tank tops, halter tops, Mini-skirts, beach dresses, skirt below knee level.

Shoes- Flip-flops, flashy athletic shoes, boots, loose footwear, open-toed shoes.

Necessary action will be taken if the employee will be found wearing the prohibited clothing at workplace.

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IBOSD- General 001 - Policy - 2021- Leave Policy – 16 rev. 0/ 05/21

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LEAVE POLICY FOR EMPLOYEES

Purpose: The purpose of leave policy for employees is to lay guidelines regarding when to avail leave and the process to take leave with pay, leave without pay, Leave of absence policy and so on

Eligibility: The Leave policy is applicable to all the regular employees of the company

Guidelines for Leave Policy: - A Company HR Leave Policy for Employees

- Leave cannot be claimed as a matter of right. Any kind of leave can be granted or refused depending upon the business demands. Leave of absence from work without proper approval will call for disciplinary action. Leave meaning is to go away for something for a short period of time.
- The calendar year for leave is from January to December.
- All leave record of the employees shall be maintained in the HRMS tool.
- All leaves should be applied on HRMS tool before proceeding on leave. In case of emergency when leave cannot be applied in advance, telephonic intimation to the immediate reporting manager should be done and it must be regularized within 2 days of resuming duty on HRMS tool.
- Leaves will be credited to employees account in the beginning of calendar year i.e. January. Earned Leave will be updated on a monthly basis for the leave earned during the month. It will be credited at the rate of 1.75 leave per month. For existing employees carried forward earned leave balance from previous year will be updated in the month of January.
- Employees will be eligible for Earned Leave only after completion of probationary period. On confirmation Earned leave for the period of probation will be credited to the employees account.
- It is mandatory for an employee to utilize 18 leaves during an year. It should be 12 EL and 6 CL. It is meant to fulfill the objective of maintaining the work life balance.
- A Maximum of 9 earned leave can be carried forward to next year.



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- Employee may apply for leave depending upon their leave balance available to their credit on HRMS tool.
- An employee can avail paid leave depending upon the leave balance available to employee also unpaid leave can be availed when leave balance is exhausted and employee is in need of leave on approval from immediate manager, HOD and HR.
- Employees joining during course of year shall be subject to receive Leave on pro-rata basis in their leave account on HRMS tool.
- An employee shall not proceed on leave until unless leave has been approved by reporting manager.
- If an employee is absent continuously for 7 days beyond sanctioned leave with no information, in this case employee shall be considered to have left his/her employment on one's free will. HR will take action in this case. First Warning letter will be issued to the employee if he/she does not return within 7 days of expiry of sanctioned leave. If no response from employee within 3 days of issuance of 1st warning letter, 2nd warning letter will be issued. If there is still no response from the said employee final termination letter will be issued in 3 days after issuance of 2nd warning letter.
- In case of prolonged illness or leave of absence from work, an employee is supposed to inform the immediate reporting manager at regular interval about their condition and most probable date of return. In the absence of any communication from employee, serious action can be taken by the company.
- Leave without approval will be considered as leave without pay.
- Weekends and any holiday lying between the sanctioned leave periods will be excluded and not be counted as leave in case of casual and earned leave.
- Leave for coming year cannot be availed in the current year.
- In case of planned leave, it is employee responsibility to apply for leave in advance, however in case of unplanned leave employee must regularize leave within 2 days of resuming duty.
- Leave for the purpose of LTA should be earned leave. It cannot be casual

Types of Leave

There are different types of Leaves given and listed in the Company HR Annual Leave Policy. The leaves can be categorized as Annual Paid Leave or Unpaid Leave. Some leave which are approved and granted to an employee basis availability of leave balance are paid leave or leave with pay.

However, unpaid leave or leave without pay can be availed by an employee at the time of emergency and when no leave balance left.



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- Casual Leave
- Earned leave
- Maternity Leave
- Paternity Leave
- Leave without pay
- Compensatory off

Casual Leave

- Maximum 12 days of casual leave can be availed by an employee in a year.
- Casual leave is paid leave.
- Employee joining during the course of the year will be entitled for casual leave on pro-rata basis.
- Casual leave can be taken for minimum half-day and maximum 4 days.
- Leave for more than 4 days can be taken as earned leave.
- Casual leave cannot be carried forward to next year.
- Casual leave cannot be clubbed with earned leave or any other type of leave.
- Casual leave should be applied one day in advance and a week in advance when it is applied for more than 2 days.
- Casual leave not availed during the year will lapse at the end of the year.

Process for Casual Leave

Casual leave applied by an employee on HRMS tool. For approval the leave notification will reach the immediate reporting manager. Once approved, approval notification will reach to employee and HR. Leave are deducted from leave balance from the employees account and latest balance updated on HRMS tool

Earned Leave

- Leave application for Earned leave must reach reporting manager 15 days in advance.
- For new joiners joining during the mid of year privilege leave will be credited on a pro-rata basis.



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- For existing employees leaves will be credited in the beginning of the year, entitlement however will be based on number of months worked. For every month completed 1.75 of privilege leave will be credited to employees account.
- Privilege leave can be carried forward to next year up to a maximum of 9 days. However, for existing employees who are into service for more than 5 years, a maximum of 45 days can be carried forward. Leave above 45 days will lapse automatically.
- Employees who have resigned from their duties privilege leave entitlement would be calculated on a pro-rata basis till their last working day.
- For the calculation of LTA, 5 days leave are compulsory to be availed by an employee (inclusive of holidays).

Process for Earned Leave

Employee must apply for earned leave 15 days in advance. Once applied, notification will reach immediate reporting manager. Once approved leave notification will reach employee and HR. Leave balance after deduction will be updated on HRMS

Maternity Leave

- All confirmed female employees shall be entitled to Maternity leave as per maternity benefit act 2016, with full pay for a period of continuous 26 weeks (excluding national holidays) for each pregnancy up to a maximum of 2 confinements.
- Leave taken for prenatal treatment for the first 7 months of pregnancy will be considered as normal leave, not maternity leave.
- A woman employee can take maternity leave earliest 8 weeks before the expected date of delivery.

Process of Maternity Leave

- Before proceeding on Maternity Leave, it is needed to be applied on HRMS tool and must be approved by the reporting manager.
- The woman employee proceeding on Maternity leave must also submit a doctor's certificate to HR.

Leave in case of adoption of child or birth through surrogacy

- In case of adoption of child or childbirth through surrogacy, a woman employee is entitled to 12 weeks of leave.
- These Leaves can be availed on when the child has actually started living with the parents



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Process of leave in case of adoption of child or childbirth through surrogacy

- In the above mentioned case, leave must be applied at least 6 weeks before the date of adoption.
- All legal certificate and required documents must be submitted to HR.

Paternity Leave

- All regular male employees are eligible for paternity leave.
- A maximum of 7 days of paternity leave can be availed by an employee.
- The paternity leave must be taken within 15 days of childbirth, failing which the leaves will lapse.
- The leave must be taken at a stretch.
- In case of adoption or surrogacy leave can be taken only if the child is actually living with the parents

Process of Paternity leave

- Paternity leave must be applied at least 15 days before the expected date of delivery.
- Employee can commence for leave from the actual date of delivery.

The leave must be approved by immediate reporting manager.

Leave without pay

- An employee can avail leave without pay in case the existing leave balance is exhausted and the employee is in need of leave due to unforeseen circumstances.
- In case no approval taken for leave without pay, such absence of employee will be considered as leave of absence from work.
- Disciplinary action will be taken in case of absence without approval.
- No salary would be given to employee for the days leave without pay is availed.
- A maximum of 3 months of leave without pay can be availed by an employee.
- Loss of pay can be availed by an employee by applying on HRMS tool for approval from immediate reporting manager and head of department.
- Once approved by immediate reporting manager and department head, Leave can be availed by the employee.
- Leave will be updated as loss of pay on HRMS tool.



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Process for availing leave without pay

- Loss of Pay can be availed by an employee by applying on HRMS tool for approval from immediate reporting manager and head of department.
- Once approved by immediate reporting manager and department head, leave can be availed by the employee.
- Leave will be updated as loss of pay on HRMS tool.

Compensatory off

- An employee is eligible for compensatory off when he/she has worked on an important assignment on any of the national/festival/declared off day.
- Approval to work on any such day i.e. national/festival/declared off day must be taken by senior management
- Compensatory off must be availed within a period of 1 month else it will lapse.

Process to avail compensatory loss

Approval of senior management is a must for compensatory off. Employee who has worked on national/festival/declared off day can avail leave in lieu of work done on above mentioned days. The day employee is taking compensatory off, he/she must inform the immediate reporting manager, once approved, it is immediate managers responsibility to inform HR about the same.

Leave of absence policy:

The leave of absence policy is defined as an unpaid duly approved absence from work for a limited period of time for medical or personal reasons.

Process of leave of absence policy:

Medical reasons: A request for leave of absence from work must be raised on HRMS tool. The request will reach the immediate supervisor and Head of department for approval. An employee is supposed to take approval from Leave of absence from work at least 20 days in advance when the need for leave is foreseeable. In case of leave of absence from work due to medical reasons, a certificate from physician need to be submitted to HR.

Personal reason: An employee can apply for Leave of absence from work when in need due to some unforeseen reasons. The maximum days of leave of absence can be applied for six weeks

Cancellation of leave



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- Approved leave can be cancelled depending upon the business demand.
- Leave once cancelled by reporting manager an automatic notification will reach to the employee and the HR.
- Leave balance will be updated accordingly by HR

Extension of leave

- In case of extension of leave due to any unforeseen circumstances, the employee must inform reporting manager in advance; once extension of leave is approved by reporting manager it is manager's duty to inform HR. This is the case when leave extension has been told verbally or over the phone. It is employee responsibility to regularize leave on HRMS tool once an employee has resumed back on duty.
- The extended leave must be applied on HRMS tool in case of planned extension so that both the reporting manager and HR are informed automatically.
- Leave balance is updated on HRMS tool by HR.
- In case employee overstays without approval, it will be treated as absence from duty and disciplinary action will be taken against the employee.
- Leave extended without permission will be treated as loss of pay

Leave calculation on resignation/termination

In case employee has resigned from the services or on termination of employee privilege leave will be calculated till the last working day of the employee and will be paid in full and final settlement of the employee

Revision of the policy

The company reserves the right to revise, modify any or all clauses of this policy depending upon the demand of business.

Explanation of Leave policy

Corporate HR department will be sole authority to interpret the content of this policy.



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Dr. Adrian Estes

Chairman

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Date of signature :- 03 may 2021





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IBOSD- General 001 - Policy - 2021- Performance Appraisal Policy – 17 rev. 0/ 05/21

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Performance Appraisal Policy

Performance Appraisal is a process in which the achievement of set objectives is verified, the demonstration of good behavior and values are appreciated, and necessary action is taken to ensure the development of individual employees working in the organization. Here, appraise is the employee whose performance is assessed while the appraiser is the one who assesses the performance. The objective against which the performance is assessed has to be conveyed to the employee, and necessary resources should be provided to achieve the set objectives. The performance appraisal system is a part of talent management and successor planning of the organization. It is a step taken by the organization to know about the ability, potential, and aspirations of the employees. The performance appraisal policy is designed to ensure the proper conduct of performance appraisal of all the employees working in the organization.

Purpose of Performance Appraisal Policy

The purpose of the performance review policy is to make employees aware of the company's performance appraisal system, framework and participation process.

Objective of Performance Appraisal policy and procedure

The performance appraisal system of the company is developed based on the long-term goal. The objective of performance appraisal policy is to-

- Make employee's aware of the future prospect in the company.
- Create a supportive environment in the company to discuss the career aspirations and developmental

Opportunities for the Employees.



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- Build a pathway to bring job satisfaction among the employees.
- Identify and develop successors for the critical, high responsibility positions in the company.

Scope of Performance Appraisal Policy

The performance appraisal system provides a robust way to discuss, plan and review the performance of existing staff of the company. The scope of performance appraisal is wider and applicable to each and every staff member. The company is bound to provide the fundamental right of performance review and performance-based increment to all the working employees

Responsibilities

The performance appraisal policy provides certain responsibilities to the individual employees and their respective managers to execute the performance review process.

Responsibilities of individual employees

The responsibilities of individual employees include-

- Submission of self-assessment forms by comparing the achievement and work progress against the set objectives assigned by the company.
- Attend appraisal meetings throughout the year
- Post-performance review every individual employee should agree to follow the Personal Development Plan (PDP), suggested by the appraiser or HR Department of the company.
- Providing evidence of learning process followed throughout the year
- Completion of training program/courses as per PDP designed previous year (or soon after joining).

Responsibilities of Team Manager/Project Manager/Appraisers

The manager or appraiser plays an important role in the execution of performance management policy. The responsibilities of appraisers include-

- To conduct regular meetings to discuss the performance and development of team members.



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- To provide feedback on performance, achievement, and progress throughout the year.
- To identify the successor for critical positions in the organization and implement PDP for the employees.
- To promote the importance of personal health and well-being of the employees.
- To ensure the healthy communication between team members and create a supportive working environment.
- To follow fair performance appraisal process and provide a deserved grade to the team members.
- To keep a record of yearly performance appraisal data on Electronic Staff Record.

Responsibilities of Management teams/HR department

The HR department should design an ideal performance management policy template which will help the employees to understand the employee performance review process. Management team or HR department is responsible for compiling the self-assessment record submitted by the individual employees along with the grades provided by their respective managers. After compilation of data HR department will issue the applicable hike in the salary, bonus the employee can claim and performance incentives that can be added to the salary of individual employees.

Guidelines to Conduct Performance Appraisal

Each and every employee in the company should understand the guidelines and follow them to ensure the fair conduct of the performance appraisal process.

- It is a fundamental right of all the employees to understand the performance expectations and thus should take efforts to make sure they know what job responsibilities are assigned to them.
- It is mandatory for the management or manager to provide necessary resources required to improve the performance of the employees.
- The performance management policy is applicable to all permanent employees of the company.
- Every employee has a right to ask for the feedback on their performance.
- The performance appraisal process should be thoughtful and meaningful, not just random 'tick box' task.
- Managers should identify the talent and encourage the employees to progress in their work.
- The performance appraisal should be centered around the specific job skills.



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- Job skills, teamwork, extra competencies, contribution to the organization, results of given task, special achievements, social skills, and organizational citizenship behavior are the important points considered for performance appraisal.

Scheduled of Performance Appraisal

The company will organize the performance appraisal twice a year. The month of March and September will be considered as appraisal months. The specific date of submission of self-appraisal forms and team evaluation form will be informed by the management or HR team.

Performance Grading and Further Actions

The grading under performance appraisal system is done on overall performance score. The performance score will be calculated against the ideal points given to the employee once the set objective is achieved. Other important scores which are considered for appraisal are behavioral score and essential skills compliance.

Overall performance assessment score is the combination of performance score, behavioral score, and essential skill compliance. Based on the overall performance assessment score the further action of salary hike, incentives and bonus will be taken by the management.

Salary increment bands

The salary increment will be applied twice a year based on the overall performance assessment score. The employees who successfully reach the 75% cut off of the overall performance assessment score will be eligible for salary increment. The employees with less than 50% of the score as compared to the set ideal score will be considered for skill improvement training and could receive warnings/memo for poor performance. The employees with extraordinary 90% and above ratings will be eligible for performance incentives. The bonus will be distributed among employees based on the contribution of employees in the profit margin of the company.

Mandatory Actions

It is mandatory for the employees to generate proofs of their performance in the organization. The task completion points of the employees will get verified from the reporting managers. The managers should provide fair grades to the team members and shall be responsible to generate proofs regarding the given grades. The submission of self-appraisal form and team evaluation form should be done on or before the given deadline. To make the process transparent, employees will receive the information about their overall performance assessment score. However, the specific grades given by the managers will remain confidential. The employees can approach the grievances cell for any dissatisfaction or clarification required.



The above performance management policy example can act as a guideline to develop a customized performance management policy for the company.

1. Objective

The probation and confirmation policy provides a pathway for the review of employee performance during their probation period and conditions that one should follow for the confirmation.

2. Scope

The policy is applicable to all the newly hired employees working in different departments of the organization. The full time and permanent employees are included under this policy while the policy is not applicable to 'on contract' or part-time employees of the organization.

3. What is Probation Period?

Scholars have defined probation phase as the extended selection process. Generally, the end of the selection process is recruitment of the employees; however, the recruitment took place based on the previous work experience of the candidate along with the interview performance. Here, the employer is not aware of the exact performance the candidate will provide after joining. Also, there is an ambiguity about whether the candidate will be right fit in as the employee of the organization. Thus, by assigning probation, the organization checks the performance of the newly joined employee and ensures their integration in the organization. The probationary process provides an opportunity for the employer to verify the suitability of the employee for the assigned job and then take an appropriate decision about retention or termination of the employee.

4. What are the Principles of Probation for Employees?

The probationary process is underpinned by effectiveness, equity, and accountability. It is essential that the reporting managers should provide timely feedback to the newly hired employees on their performance. It is the natural justice principle that suggests that managers are responsible for providing support, helping new employees to resolve work-related queries, and making arrangements for appropriate training and development activities.

5. What is Appointment with Probation?

The newly hired employee who has joined the organization on the basis of a contract of one-year probation is known as an appointment with mandatory probation. If the employee completes the employment probation period with satisfactory performance, then employment confirmation will be provided by the organization. The probation period varies from 3 months to 1 year based on the type of



organization and the industry. Transfer to another branch/city/country is prohibited during the employment probation period.

6. Opportunities

The general view of probationary phase might be negative as it interferes with the sense of job security. However, in the true sense, it provides different opportunities to new employees and their managers.

From the new employee's point of view

- The probation is a duration in which the new employee gets an opportunity to learn and understand the job.
- The training facilities are provided by the employer which enhances the competence of the newly hired employees.
- Before getting the responsibility on the shoulder during the probation period, the new employee can adapt to the work environment of the company.
- The probation period helps to gain awareness about the strengths and the area in which the employee needs improvement.
- It is an opportunity to demonstrate the performance, commitment towards the organization and to maintain satisfactory work behavior during a probation period.

From the manager's point of view

- Managers get the opportunity to monitor the newly hired employees in terms of the progress in a job and their conduct in the organization.
- Managers can build up a good rapport with the new employees and motivate them to work for the organization.
- Managers get a chance to conduct a performance review of new employees before offering them a permanent employment.
- Managers can recommend the confirmation or termination of the newly hired employees based on their performance and behavior during the probation period.

7. The Framework of Probation Policy



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The framework of probation policy includes different stages and verification processes. The new employee, reporting manager, and the HR department are part of the probationary process. Post recruitment the HR department confirms the appointment of the new employee and provides them with induction. The induction program is important to make new employees aware of their job responsibilities, the organizational policies and behavioral norms of the company. After the induction program, the reporting manager assigns the job to the newly hired employee based on their profile. Until completion of probation period, the employee performs various jobs as per the requirement of the organization and at the end, the manager conducts the performance review. The review consists of a comparison of the expected performance or set objectives given by the organization to the employee against their actual performance. If the employee meets the expectation of the manager as well as the organization, then employment confirmation is provided. In case the employee fails to meet the expectation, the company can either terminate the employment or can consider the employee for further training to improve their performance.

8. Responsibilities at Each Stage of Probationary Process

The new employees try to get quickly adjust in the organization and to achieve the set goal. In this process during probation, reporting manager (supervisor) and HR department play important role in early adjustment and performance of the newly hired employees. In each stage of the probationary process, both the manager and the HR department have unique responsibilities.

8.1 Responsibilities of Managers

The reporting manager or supervisor is the one who monitors the new employee during the probation period. The responsibilities of managers' includes-

a. Appointment and Induction

During this stage manager should provide a brief introduction and induction to newly hired employees into the local unit of the organization. The manager should provide Role Profile Form to the new employee and make them understand their job role. The manager should make arrangements for training if it is required.

b. Job Assignment

Manager is responsible to assign the suitable job to the new employee based on their qualification, past experience, and job role. The manager should make sure that all the facilities and support is available for the employee to execute the given job. A manager should provide required assistance and feedback on the performance of employees during a probation period. The manager should assign a fixed goal to achieve or set an objective for the new employees based on which the performance will be judged.

c. Completion of Probation Period



After completion of probation period manager is responsible to convey the new employee about the further review process which will be followed by the organization. A manager should also highlight the do's and don'ts the new employee should follow during a performance review. The manager is responsible for conveying the documents and proofs which new employees should produce during the performance review process.

d. Performance Review

Here, the manager should conduct a one to one meeting with the new employee for a performance review. The manager should first gather all the performance related information of the new employee during the probation period and compare it against the set goal. In a performance review meeting manager mainly provide appropriate feedback on the work performance of the new employee and discuss the difficulties they face while working in the organization.

e. Expectation fulfillment verification

Manager is responsible to submit a detailed report to the HR department about whether the performance expectation is fulfilled by the new employee. A manager has to generate all the proofs of performance and provide the clarification about the grading they have given to the new employee.

f. Confirmation

If the employee meets the expectation of the organization in terms of performance, then a confirmation letter is provided to the employee. Based on the review of the manager the employment confirmation of new employee is decided. Further, the manager should accommodate the new employee in their team as a permanent team member.

8.2 Responsibilities of HR Department

The HR department keeps a close watch on the behavior of new employee during a probation period. The responsibilities of the HR department includes-

a. Appointment and Induction

HR department is responsible to inform the new employee about the appointment with probation along with its terms and conditions. The HR department should get the appointment contract signed by the new employee and provide them a copy of the training material, guidelines and probation policy of the organization. HR department should resolve all the queries and doubts the newly hired employee states regarding the probation policy. The HR department is responsible for the arrangement of an induction program for the newly hired employee. The HR department should convey the code of conduct and behavioral norms of the organization. On the recommendation of reporting manager of newly hired employee, the HR department is responsible for arranging the required training program during the probation period.



b. Job Assignment

The HR department has to monitor if the new employee has got relevant job assignment from their respective managers. HR department has to make sure that new employees are well aware of their job profile and provided all the facilities required to execute the job. HR department has to collect the details of the set goal assigned by the manager of the newly hired employee. HR department also makes sure that new employees are well accommodated by their teammates.

c. Completion of Probation Period

After completion of probation period, the HR department should provide the performance review form to the new employee. The HR department should collect all the details regarding the work profile, the job performed, feedback of the manager regarding work performance and feedback of teammates regarding the behavior of the new employee during the probation period.

d. Performance Review

HR department is responsible for the behavior performance review of the newly hired employee. The HR manager or executive conduct meeting with the new employee and discuss their behavior in the organization. The HR department also makes a note about any complaints which new employee has filed about harassment or non-co-operation from teammates or manager of the employee.

e. Expectation fulfillment verification

The HR department has to see if the new employee has properly followed the behavioral norms and code of conduct of the organization. It is also responsible for collecting the performance feedback from the manager of a newly hired employee.

f. Confirmation

As per the recommendation of the manager and result of behavior performance review, the HR department will issue the employment confirmation letter to the new employee.

9. Three points for Employment Confirmation

There are three important conditions that new employees should fulfill in order to get employment confirmation after completion of probation period. The organization should set three important conditions which are mandatory to be followed in order to gain employment confirmation. The reporting manager and HR department will be responsible for the verification of the conditions and further to issue employment confirmation to the newly hired employee.



Conditions for Employment Confirmation

a) Work performance was satisfactory as per organizational standard

The HR department collects the information about the Role Profile Form and the work plan on which the new employee agreed to execute. The manager will take care that new employee will be able to finish a given range of tasks on the set deadlines. If there is a gap between the agreed work plans, the set target and the actual performance of the employee, then-manager have the authority to conclude that work performance was not satisfactory. Here the HR department will ensure the interventions in terms of job training; self-managed learning and coaching should be provided to the new employee before as well as during the work performance execution. If a new employee performs as per the set standard, then the first condition of employment confirmation is fulfilled.

b) Leave record was satisfactory and within the limit set for a probation period

During the 12 months of probation period, 18 days of paid leave is allotted to a new employee. Further, at the discretion of HR Manager/Reporting Manager/Personnel Officer, 45 days at half pay over leave can be provided during a probation period. After completion of probation period, the HR department calculates the total sick leave and overall leave taken by the new employee and thus provides the remark about satisfactory or unsatisfactory leave record.

c) Conduct, Attendance, and punctuality was good

The record pattern of attendance and punctuality will be checked from the 'Time In register' or Punching machine. It is important that new employees report to the office every day on time and complete the work duration in the organization. The remarks like 'late mark' or 'early out' will have a negative impact on the review process and the intention to retain the employee. The review about the conduct of new employee will be compiled based on the feedback of team members.

10. When the Performance is Not Satisfactory during Probation evaluation Period

A number of steps should be taken when the performance of the probationer is not satisfactory and does not match the work standards.

1. Manager or HR department should discuss each unsatisfactory action/excessive leaves/ poor performance with the new employee. The recorded discussion should be dual signed by the employee and the manager.



2. Manager or HR department should convey to the new employee that management is ready to help him/her to enhance their performance/conduct in order to achieve the acceptable standard of the performance/conduct.
3. The options such as training, coaching, and development programs should be explored to improve the performance of the new employee.
4. In case of issues related to conduct or attendance, a verbal clear message or a memo can be generated to the new employee to clarify about the standard code of conduct and allotted leave during a probation period.
5. In the case of health issues or medical emergency, the new employee should submit the sick certificate to the HR department. The advice of the higher management will be considered in such case before the decision of termination.

11. Confirmation of Employment or Termination

The reporting manager will provide a recommendation regarding the employment confirmation or termination of the probationary employee. In the review meeting, it is important to convey the feedback to the new employee on their performance. If the new employee consistently fails to reach the standard performance, then the manager should inform him or her about the deficiencies. The motive behind review meeting is to help the new employee to improve their performance and to convey them that in the case of 'no improvement' employment will be terminated.

12. Termination of Contract

The probationary employee who does not complete the probation period in a satisfactory manner will have their appointment terminated. The termination can take place at the end of the probation period or any time in between, depending on the case. The minimum notice of one month is provided before the termination of the contract. In the case of misconduct, the employment will be terminated immediately without any due notice

.Note- In any case of conflict/dispute or requirement of special assistance during the probation period the employee can approach Employee Assistance Service (EAS) available in the organization.

13. Extension of Probationary contract

The extension of the probationary contract is not that common but considered in few circumstances. It is mandatory that the extension of the probationary contract is agreed upon by both the party. The cases given below are eligible for the extension of probationary contract-



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1. Maternity leave or Adoptive/Parental leave- When an employee is absent during the probation period with maternity or adoptive leaves the probation will stand suspended and it varies case to case as per govt policies. The probation period will restart once the employee rejoins after leave.

2. Non-recurring illness- If the employee falls ill during the probation period, which is a non-recurring illness then the probation period will be suspended during the absence of the employee.

Any other case which is recommended by the reporting manager or HR department can be considered for probation period extension based on the severity of the circumstances.

Dr. Adrian Estes

Chairman

International Board of Skills & Development

Date of signature: - 03 may 2021





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IBOSD

Employee Recruitment Policy

Objective of Recruitment Policy

A good recruitment and selection policy's basic objective is to make sure that the right candidate is hired following the right process for hiring and selection. There must be a sync between the hired candidate and organizational values, philosophy and goals.

Scope:

The Recruitment and Selection Policy applies to all employees who are involved in the hiring process. This policy also applies to all potential job candidates.

Purpose of Company Recruitment Policy:

The purpose behind the policy is to attract and select the outstanding candidate, which requires a sound and systematic recruitment approach.

Principle of Recruitment Policy

Below mention Principles must followed while recruiting employees:

- As per company Policy, it believes in the open competition ways for recruitment.
- The company makes sure that the right and meritorious candidate is hired through the recruitment process and it also ensures that the most suitable candidate is identified.
- The company makes sure that the recruitment and selection of candidate happen in a professional way and by following the rules and regulations under employment legislation.
- The company also ensures that all its employees involved in the recruitment and selection process are well trained. The company provides training to all its employees to satisfy them that they are well trained to carry on recruitment and comply with the regulations under employment policy.
- The recruitment must be carried out in a manner that enhances the image of the company outside.



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- The company also put in best efforts to carry out the process in a transparent and effective manner wherein all candidates are treated equally and fairly so that recruitment experience is a positive one in the company.
- The company believes in inculcating new and innovative practice in its recruitment process and will promote best practice.
- The company also tries its best to make sure that this process is carried out in a very cost-effective manner.
- Any employee in the recruitment team who has a close relationship with any of the candidate applying for any position in the company must make sure that the employee declares it at the beginning of the recruitment process and he/she will not be involved in any decision-making process.
- All the information provided by the candidate must be treated with confidentiality and must not be shared with any third agency.

Recruitment, Selection Policy and procedure:

a. Preparation Stage:

- This is the first stage of the recruitment procedure. Before starting recruitment, a thorough analysis of the need of position is carried out. Why a particular position is required is studied in detail.
- After need analysis, the budget is determined for the position. Budgetary studies mean what's going to be the expense of hiring for this particular position.
- The company's hiring policy stress upon diversity in the workforce so that major emphasis is given to the candidates whose skill set is not in abundance in the company. All the efforts being made to make such candidate attracted towards the company.
- In order to make a workforce diverse, the advertisement is targeted towards such a group.
- All the new and existing positions for which hiring to be done must be advertised properly.
- To determine the hiring expense and to understand the complete compensation details, it is necessary to formally review the role and also know the complete grading system. It has to be determined in case of both new and existing vacant position.
- Before commencing the recruitment process for any given position, it is necessary to take all relevant approvals formally.



- In case there are issues related to any given position, for instance for an urgent position, the desired skill set employee is difficult to be identified or relevant talent pool is not available. In such issues, HR can be approached formally.

Steps to be followed under HR Recruitment Policy

1. The Job description for the vacancy

- a.) The next step after the preparation stage lies the preparation of a job description for a given vacancy. The job description is meant to describe the main duties and responsibility of a role. It must be either designed or if already available, then it must be updated for any vacant position which is to be filled.
- b.) The Job description must be prepared with complete care and it must have all the details required for a given position.

2. Job Specification:

- a) The job specification must describe the necessary skill set required, aptitude, knowledge required for the job profile, and experience.
- b) The Personal specification must be prepared with utmost care so that details specified do not indirectly discriminate against any given group.

3. Advertising:

Another step after preparation of job description and person specification lies the advertising part:

1. According to internal hiring policy, all advertisement for the job vacancy in the company must be posted both internally as well as externally. This is an important step towards the employee career development and job enrichment for existing employee to apply for the vacant position within the company.
2. Such steps also result in maximizing the equality of opportunity for all the employees.
3. Sometimes, the position is not advertised internally, this can happen only after receiving a waiver from the HR manager, HOD, or director. It occurs when:
 - a. Special expertise skills are a mandate for a given position or vacancy, and extensive search has already been done, but no match found within or outside the company except anyone given an individual. In such case, there is no need to advertise for the given vacancy.
 - b. When the given position is a contractual assignment and is not required for more than a year.
 - c. The given vacancy is for a shorter duration, the vacancy can be filled in by a substitute.



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4. Advertising can also be done with the help of recruitment consultants. The posting of job vacancy can be done both internally and externally. However, it is agreed with the recruitment consultant that hiring will occur as per clauses defined in recruitment and selection policy.
5. All details of the vacancy and job description and person specification are shared with the recruitment consultant and internally in the company when posting IJP's. This information is shared so that the applicant is well known with the desired details and they can check their suitability for the role. In case further details required HR department of the company can be approached for the same.
6. If any existing employee wishes to apply for vacant positions. It can be done through internal job posting, posted internally on the company's intranet.
7. Any job posting regarding vacant positions across different geographic locations within the company is also posted on the company's intranet. The details and Recruitment guidelines can be found under "International recruitment policy".
8. Candidates are requested to provide equal opportunity details. This information is separate from the job application, and it is up to the choice of the candidate whether they want to share their details or not.
9. The company has a legal obligation to follow the rules and regulations as mentioned under the law and legal compliance. We can find that different laws and regulations which varies with the state and countries.
10. Wherever any information regarding vacant position is advertised it should be done by HR department.
11. Some exceptions wherein advertisements are not done by HR then it is done by some other department but all approval must be taken before posting any such advertisement. (Approval from HR, HOD etc.)
12. All the job postings which are advertised both internally and externally are made available on the company's intranet. The details as desired by the candidate are made available on the internet.
13. The advertising must be done in a cost-effective manner, the budget and the amount to be spent on advertising is pre-decided and approved by HR. The ambition for a robust recruitment process should be such that it does not turn out to be a very costly affair.

Selection of Candidate:

The selection of candidates also requires various steps which can be explained as:



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1. The recruiter, recruitment manager, and hiring manager form a team to shortlist the desired profile. There is a whole team to carry on the shortlisting of profile, but in order to avoid being biased generally, the recruitment and hiring manager shortlist the profile.
2. In order to serve the purpose of recruitment policy, the selection and shortlisting team members must satisfy the eligibility criterion. It must have members from the different department to promote the company's approach towards diversity.
3. Members of HR like senior manager HR etc. are involved in the selection and shortlisting phase only for recruitment of senior profiles. Up to assistant Manager-level positions, the recruiter and direct hiring manager are involved in the shortlisting phase.
4. Major points must be noted for each candidate who has been shortlisted. These notes are generally attached with the candidate's resume and should be noted accurately by the recruiter in its excel report. The same cover page with shortlisting notes along with resume is shared with the HR department.
5. The shortlisted candidate is shared with details of the selection process through email and telephonic conversation. In case there is any written assessment for the vacancy, these details are also shared with the candidate, and it must be done 10 days in advance of the scheduled interview date as per the employment policy.
6. If a candidate is based in some other city, all necessary arrangement must be made for him like traveling tickets, hotel stay etc. before the scheduled interview dates. All necessary arrangement must be made by HR in coordination with the administration department. These all arrangement must be made to ensure that they participate fully in the selection process.
7. The shortlisting of the candidate must be done purely on merit, and it should be done only when there is the match of skill set and other desired qualities of the candidate with the details mentioned in the person specification. The candidate whose profile matches with the important criterion must be shortlisted. This is followed under ambition recruitment plan. No assumptions to be made regarding the qualities of the internal candidate.

Selection and interview

1. All candidates who have been shortlisted as per person specification and job description criterion are being called for an interview.
2. The Interview is carried out by a panel of members from different departments for managers and above positions. An interview committee is set up to conduct the interview. However, as mentioned above in recruitment policy for up to assistant manager position the interview panel comprises of 3 people recruiter, the hiring manager and a member of the HR department. The screening round



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interview is carried out by the recruiter and technical round is conducted by hiring manager and HR round for behavioral skills by the member from HR department.

3. Selection is also an image building opportunity. The recruiter by behaving professionally can build up the company's positive image because assessment at the time of recruitment and selection under recruitment and selection policy happens two ways. The company assesses the candidate and vice versa.

4. Different selection methods must be used before hiring a candidate. These selection methods must assess the candidate rightly in terms of skills sets and behavioural aspect as mentioned in the person specification. This will remove any biasedness in an interview process.

5. No biasedness should be done while conducting interviews. The structure of the interview must remain the same for all candidates; however the interview questions may differ, but the level of questions in terms of easiness/difficulty should remain the same. The interview process should be based on the criterion defined under person specification and as explained by Recruitment policies in HRM.

6. The notes with important points of the interview must be taken by the interview panel, these notes can be referred back while making a decision regarding the most suitable candidate. All the notes prepared during the interview process must be shared with the HR department and should be kept by HR for a minimum duration of a year.

7. For senior level position, the interview panel should fill in the form given by the HR services team, and it should be returned to HR with all other documents.

8. Candidate feedback is shared with the recruitment consultants when candidates are lined up by them. However, the direct and internally hired candidate, the feedback is given by the recruiting manager. These all steps are followed under recruitment and selection procedure.

9. The candidate who could not make it to the selection phase must be informed through telephone or written email about the result of the selection process.

Referees:

1. The references should be made available by the candidate while filling the application form at the time of interview. These details are required to ease out the Hiring process under recruitment and selection policy.

2. It is the task of interview panel members to seek information about the details of the candidate required while making a final decision. The question asked during the reference check must be based on the qualities mentioned in the job description and person specification.



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3. The details should be taken about the current employment. However, the previous company references are also being asked so that the skills and other details can be checked from the previous employer also.
4. The interview application form and the reference check forms can be collected from the HR department.
5. In general, references are taken at the time of interview, and there must be 4 references which are provided by the candidate out of which 2 references must be from the current employer only.
6. As per Hiring policy, references may be taken over the telephone for the candidate in case of urgent hiring, but the standard procedure should be followed in doing so.
7. All the references must be called or contacted with the candidate's consent, and their details must be kept confidential.

Appointment of New Candidate

1. Generally, after the selection of the final candidate, a verbal offer can be made to the candidate by the HR department. Initially, in the verbal offer, salary, date of joining and other related aspects are discussed with the candidate. The verbal offer can be made by hiring the manager if authorized by HR. The guidelines from employment policy are taken into consideration.
2. The offer made to the candidate has the proposed salary under the fixed slab of salary for that grade. In case an exceptional salary hike to be given, HR must be consulted first. If approved from the HR end than approval to be taken from HOD and director. A maximum limit is also defined which can't be exceeded for a given salary slab.
3. After the settlement of the verbal offer, the written offer is prepared by HR department considering the service standard. Before making the written offer, it is mandatory to carry out the complete reference check of the employee's. Other checks such as the inclusion of medical certificate by a doctor, authenticity of qualification documents, are done by the HR department.
4. In case of very senior management position, the offer is made by HR head and Director of the company in consultation with the chief executive officer. This clause is specified under the recruitment policy of a company.

Induction

The last stage of the recruitment process is the induction program. After the initial written offer is made to the new candidate and is accepted by the candidate after signing the offer letter copy, the joining date for the candidate is confirmed. After confirmation of joining date, HR prepares the induction program for the new candidate.



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Interview Panel:

1. All interview panel members are requested to undergo the training course organized by the company on the recruitment and selection process.
2. To prepare notes of all the interview decisions made so far.
3. To verbally inform the selected candidate.
4. Providing feedback to the unsuccessful candidates.

Human Resource Department:

1. Coordination with the recruitment manager regarding posting of advertisement, preparation of job description and person specification.
2. Placement of Job Advertisement.
3. To make sure all pre-employment checks have been done.
4. Issuance of the offer letter to the selected candidate.
5. Monitoring whether recruitment policy is being followed in the filling of the vacant position.
6. Conducting training in recruitment and selection.

Dr. Adrian Estes

Chairman

International Board of Skills & Development

Date of signature: - 03 may 2021



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IBOSD- General 001 - Policy - 2021- Examination Policy – 19 rev. 0/ 05/21

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Company Safety and Health Policy

IBOSD is a organization committed to the safety and wellbeing of everyone involved in the business. Whether you work directly IBOSD or sub-contract to us, your safety is our top priority. Our safety Representative is Clovers Safety Services.

Health and safety in our organization starts from the top down, and we encourage open communication between all members of the company when it comes to their safety. Safety in the workplace starts from the top down, and management is fully committed to be continually improving our systems and processes. If any member of the organization feels that they are unsafe at the workplace, an open line of communication has been set up, and they are advised to deliver their complaints to the higher authority as soon as possible.

We as an organization commit to maintaining a clean and hazard free workplace. We continuously lookout for new hazards in the workplace. All members of staff and management are required to report any new hazards immediately. New hazards will be analyzed, and the appropriate action be taken company wide.

BSD's health and safety procedures are audited twice a year but should be continuously updated if new hazards are discovered to change processes.

Dr.Adrian Estes

Chairman

International Board of Skills & Development

Date of signature :- 03 may 2021



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IBOSD

Examination Policy

IBOSD is an international skill development program provider and also a highly prestigious educational board. We emphasize on the quality of the services that we provide. IBOSD conducts examinations for the candidates in order to evaluate their knowledge and expertise on the subject. Since IBOSD promotes quality of the service as one of the main organizational values, examinations are conducted under very strict rules and regulations. IBOSD doesn't support any malpractices and will take strict actions against any candidate, invigilator or evaluator who takes part in any sort of malpractices which are strictly against IBOSD's examination rules. IBOSD only conducts online examinations considering the convenience of the candidates from across the world.

KEY TIPS FOR CANDIDATES

Internet Stability: Candidates must ensure that they have a stable, uninterrupted internet connection for their exam. If your internet access fails during the exam, your results may be lost, and you will need to retake the exam.

Navigation Warnings: Once you start the exam, do not refresh your browser, use browser buttons, or navigate away from the exam screen until the exam has been submitted. If you navigate away from the exam, your progress may be lost and cannot be recovered. Carefully follow the Exam Guidelines in the Knowledge Base.

Starting an Exam: Do not click the 'Attempt exam now' button until you are prepared to begin the exam and your invigilator is ready with your PIN. Your attempt and the exam timer will begin once the invigilator has entered the PIN, and you press the 'Start attempt' button.

Submitting an Exam: You must click 'Finish attempt' on the final exam question to record your exam answers in the system. You will then be prompted to confirm exam submission twice. Once you click 'Submit all and finish the second time, you cannot return to review your answers.

Exam Study Guides, Additional information on the exam, including time allotted and study techniques, is available on our webpage, and candidates are free to contact Authorized Training Providers or IBOSD in case of any queries or complaints.



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EXAM RULES

Invigilation: - IBOSD is responsible for overseeing the enrolled member's conduct during the exam.

- Appropriate monitoring should be done to ensure that no other software is running and that no other electronic devices are available at the time of the exam.
- Training Coordinator working under the board IBOSD must ensure the examinee follows all Exam Guidelines noted herein
- The Training Coordinator working under the board must enter the confidential PIN on the enrolled member's exam screen at the start of the exam, and
- The Training Coordinator should be present until the enrolled member submits the exam or the time allotted expires.

Confidential PIN

The training coordinator's duty is to create a confidentiality pin for the candidate and share it to the candidate before the examination.

The training coordinator must be ready with the PIN before the exam starts. Please note that confidential PINs are changed regularly to ensure security

Closed Book

Usage of resources of any kind is not allowed, including IBOSD modules and IBOSD module resources, external websites, other software applications, or any other hardcopy resources. All other web browser tabs must be closed during the exam. Cell phones and all other electronic devices must be turned off for the exam.

Conduct

The examinee may not receive assistance from the invigilator, or anyone else, during the exam. The examinee may not ask questions of the invigilator except in cases where there are technical issues with the Examination Portal. The invigilator must not interpret exam questions for the examinee as exam questions require the examinee to make his/ her own interpretations or assumptions.

Cheating

Cheating is a serious offence and subject to disciplinary action. The IBOSD board is responsible for overseeing the exam and is responsible for ensuring that the exam rules are strictly followed. If an examinee or invigilator is uncertain about a particular scenario or situation before the exam, contact the Authorized Training Providers to get clarification.



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Any evidence of cheating that occurs during the exam should be noted in detail by the invigilator. The invigilator, member-designate or any other individual who knows or becomes aware that an examinee may have cheated or have failed to follow the exam rules in any way, is obligated to notify the Board . Any member who is aware of an invigilator neglecting his/her invigilation obligations must immediately notify the Board.

Some examples of this offence are:

Any recording of the exam screens, including taking screenshots, pictures, or video, Copying the exam questions or answers, Leaving mobile devices/smartphones, other web browsers, software applications, or other computers on during the exam, usage of any resource materials other than those demanded by the trainer, Allowing other individuals other than examinee to take part in the exam.

Confidentiality The exam is confidential. It cannot be copied, printed, saved, recorded, or reproduced in any manner, at any time. The exam questions and answers cannot be disclosed or disseminated to anyone before, during, or after the exam. Exam copies will not be provided for failed or passed exams.

Time Allotted:-

Exams must be completed in one sitting. Each exam has a specific amount of time allotted and a specific number of questions. Exams must be submitted within the time allotted before the online exam timer expires. Once the timer expires, the exam will be automatically submitted, even if you did not click the 'Submit' button. Training Coordinator must be present for the entirety of the exam.

Attempts

Once you press 'Start attempt' your attempt will begin. The exam instructions are to be provided to the candidate by the training coordinator before the examination. These details must include important details on starting an exam, submitting your exam answers, and viewing your results.

You may retake the exam multiple times; however, you are only permitted one attempt at a time. Read the 'Failing the Exam' section below. Once you receive your exam results, the exam is considered complete and cannot be restarted.

Failing the Exam

Examinees that fail can retake the examination again. Reexamination fees are applicable in this scenario. Candidates are eligible to appear for reexamination under IBOSD for 5 after the completion of their program under IBOSD. If candidate wishes to retake an examination after 5 years of completing their initial training program, then they will have to attend the training program for the second time.

Special/Other Requests



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Suppose candidate has a medical condition, learning disability, language barrier, or other extraordinary circumstances that may affect your exam. In that case, he or she is advised to contact the Board or try to put forward a request through the training center from where the candidate completed their training program.

Problems with the Exam - If candidate encounters any difficulties in accessing or navigating the exam, please refer to the exam instructions provided by IBOSD or the training center, or contact the training coordinator

Dr. Adrian Estes

Chairman

International Board of Skills & Development

Date of signature :- 03 may 2021





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IBOSD- General 001 - Policy - 2021- Student Malpractice Policy – 21 rev. 0/ 05/21

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IBOSD

Student Malpractice Policy

Summary of policy

For the purpose of this document ‘malpractice’ is defined as:

Any act, or failure to act, threatens or compromises the integrity of the academic process or the validity of our qualifications and certification. This includes acts of plagiarism or other misconduct; and / or actions that compromise our reputation or authority, our centers, officers and employees.

We treat all cases of suspected malpractice with the utmost rigour and will investigate all suspected and reported incidents of possible malpractice.

We will take the appropriate action to maintain the integrity of our qualifications, including applying sanctions, as set out in this policy.

For the purpose of this document, student malpractice can relate to registrations, assessments, coursework assignments, examinations, reasonable adjustments, special considerations, certification, and student conduct.

Identification and reporting a suspected case of malpractice

An allegation of student malpractice may be made by:

- i. An assessment centre, and centre contractors / employees and stakeholders – for example invigilators, teachers / tutors and other officers;
- ii. Another student;
- iii. An independent party who suspects possible malpractice has taken place; and,
- iv. An individual who wishes to remain anonymous.

We will also investigate when we have discovered potential or suspected malpractice via internal administration or quality assurance procedures, such as coursework assignments submitted to plagiarism detection software and identified for review.



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We reserve the right not to investigate further where the information does not provide reasonable grounds for possible malpractice.

Some examples of student malpractice are described below. These examples are not exhaustive, and all incidents of suspected malpractice will be fully investigated by us, where there are sufficient grounds to do so.

- i. Obtaining examination or assessment material without authorization.
- ii. Arranging for an individual other than the student to sit an assessment or to submit an assignment not undertaken by the student.
- iii. Impersonating another student to sit an assessment or to submit an assignment on their behalf.
- iv. Possession of anything not permitted in the assessment room, regardless of whether they are relevant to the assessment or whether or not the student refers to them during the assessment process, such as notes, blank paper, or electronic devices (when prohibited).
- v. Communicating in any form, for example verbally or electronically, with other students during the assessment when it is prohibited.
- vi. Committing plagiarism by using another person's work, either intentionally or unintentionally, without acknowledging that person.
- vii. Accessing / copying another student's work or allowing another student to access / copy from your work either intentionally or unintentionally.
- viii. Working together with another student / individual to complete an assignment, unless authorised to do so, otherwise know as collusion.
- ix. Fabrication of evidence / results set down within assessment submissions.
- x. Damaging another student's work.
- xi. Inclusion of inappropriate or offensive material in coursework assignments or assessment scripts.
- xii. Failure to comply with our published regulations.
- xiii. Failure to comply with instructions given by the assessment invigilator, for example, working beyond the allocated time; refusing to hand in assessment script / paper when requested; not adhering to warnings relating to conduct during the assessment.
- xiv. Failure to comply with the regulations of a centre.



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xv. Disruptive behavior or unacceptable conduct at an assessment venue or center (including aggressive or offensive language or behavior).

xvi. Producing, using or allowing the use of forged or falsified documentation, including but not limited to:

- Personal identification;
- supporting evidence provided for reasonable adjustment or special consideration applications; and,
- Our results documentation, including certificates.

xvii. Falsely obtaining, by any means, a certificate for a unit or qualification.

xviii. Falsely acquiring or declaring, by any means, entry criteria necessary for a unit or qualification.

xix. Misrepresentation or plagiarism, including self-plagiarism.

xx. Fraudulent claims for special considerations.

If you ask another individual to proofread your work, they must not:

- Change the meaning of any sentence or section;
- Change the order of points, sentences or paragraphs;
- Comment on, alter or supplement the content or ideas of the text;
- Make corrections to calculations or facts;
- Alter an argument; or,
- Check for plagiarism.

This list is not exhaustive, and other examples may be considered at our discretion.

This process applies to invigilators, teachers, tutors, students, and other officers, and to any reporting of malpractice by an independent party or individual who wishes to remain anonymous.

It is the responsibility of all invigilators and assessment venue staff to be aware of our procedures for confiscating items not permitted at assessment / examination venues, for example, electronic devices or



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reference books, and how to deal with issues relating to malpractice, such as communication, collaboration or disruption within an assessment venue.

We will acknowledge all reports of suspected malpractice within five working days. All parties involved in the case will then be contacted by us within 10 working days of receipt of the report detailing the suspected malpractice. We may also contact other individuals who may be able to provide evidence relevant to the case.

Any case of suspected malpractice should be reported in the first instance to:

International Board of Skills and Development, USA (IBOSD)

Suspected malpractice must be reported to us as soon as possible, ideally within two working days from its discovery.

At the time of the incident, the student suspected of the malpractice must, where possible, be warned by the assessor that their actions are in breach of our regulations and may constitute malpractice and that a report will be made to us. However, we recognize that this action may not always be possible due to disruption to other students.

In cases of suspected student examination malpractice, the following information and evidence should be supplied to us following the initial report:

A full written report of the incident. The individual writing the report, usually the invigilator needs to clearly identify the factual information, including the actions that have been taken in relation to the incident.

ii. The report can comprise of the completed and signed Conduct of Examination form and all relevant supporting evidence and documentation.

This should include but is not limited to:

- a. confiscated materials;
- b. any student scripts that may have been copied or show evidence of collaboration or plagiarism;
- c. statements from other individuals involved and / or affected

In cases of suspected malpractice reported by invigilators, teachers, tutors and other officers, and any reporting of malpractice by an independent party or individual who wishes to remain anonymous, the report made to us should include as much information as possible, including the following:

1. the assessment venue name and location;



2. ii. the date and title of the assessment, if known;
3. iii. the time the assessment took place, if known;
4. iv. the student's name and student number, if applicable;
5. v. the name of the invigilators, teachers / tutors and any other officers concerned;
6. vi. a description of the suspected malpractice; and
7. vii. any available supporting evidence.

viii.

In cases of suspected malpractice reported by an independent party, or an individual who wishes to remain anonymous, we will take all reasonable steps to authenticate the reported information and to investigate the alleged malpractice.

Administering suspected cases of malpractice

We will investigate each case of suspected or reported malpractice to ascertain whether malpractice has occurred. The investigation will aim to establish the full facts and circumstances and, where relevant, students' previous conduct.

In order to avoid any perceived or actual conflicts of interest any individual with a personal interest in the outcome will not be permitted to undertake an investigation of a suspected case

In cases of suspected plagiarism investigations may include, but are not limited to:

Report generated by the text-matching software

- Viva
- Contacting externals
- Discussions with academics
- Liaising with other institutions

We will promptly take all reasonable steps to prevent any adverse effect that may arise as a result of the malpractice, or to mitigate any adverse effect, as far as possible, and to correct it to make sure that any action necessary to maintain the integrity of the examination will be taken.

Where more than one individual is contacted regarding a case of suspected malpractice, for example, in a case involving suspected collusion, we will contact each individual separately, and will not reveal personal data to any party unless necessary for the purpose of the investigation.



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The individual(s) concerned will be informed of the following:

- i. That an investigation will take place, and the grounds for that investigation;
- ii. Details of all the relevant timescales, and dates, where known;
- iii. That they have a right to respond by providing a personal written response relating to the suspected malpractice (within five working days of the date of that letter or three working days for malpractice relating to Level 6 qualification assessments);
- iv. That they may continue their studies including assessment resist but that any results achieved since the cases of suspected malpractice, may be removed if an individual is found to be guilty (see Section D);
- v. That, if malpractice is considered proven by us, sanctions may be imposed reflecting the seriousness of the case;

The student has a right to appeal against a malpractice outcome reached by us if they believe that the policy or procedure has not been followed properly or fairly, or if there is new and relevant information or evidence now available which was not known by us or could not have been brought to our attention at the time the decision was made.

In cases where malpractice has been agreed and has an impact on certification or 'licence to practise' in a regulated area, or has other external significance, we have a duty of care and may inform the relevant regulator(s), other awarding organizations and other relevant authorities as appropriate to comply with legislation; this may include informing the police if the law has been broken.

Individuals are not permitted to attend the Malpractice Committee meeting when their case is heard. Individuals do have the right to request to attend the hearing of their appeal should the individual wish to appeal the Malpractice Committee's decision.

If a student decides to continue their programme of study while a malpractice case is being considered, they do so at their own risk, pending the outcome of their malpractice case

The role of the malpractice committee

The Malpractice Committee will consider all cases of suspected malpractice on an individual basis. Membership of the Malpractice Committee will include at least one member who is not a Programs team member. The Malpractice Committee reserves the right to request further information relating to a case.



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The Malpractice Committee has a maximum of 40 working days from the initial reporting of a suspected malpractice to determine the outcome of the case; however, if a delay is expected, the parties concerned will be informed as early as possible. The Committee will determine the outcome based upon all the evidence available to them at the time, including any personal written response that has been received.

Once the Malpractice Committee has determined the outcome, it will usually inform the individual(s) concerned on the same day as results are released.

If the case relates to a coursework assignment and potential plagiarism, the individual(s) concerned will be informed of the outcome either on, or before, the date the assessment results are published. However, depending on the level of plagiarism, this may be delayed.

All documents related to the decision-making process of the Malpractice Committee will be kept securely for a minimum of five years.

Possible malpractice sanctions

If a case of malpractice is agreed, the Malpractice Committee is empowered to impose one or more sanctions upon the individual(s) concerned.

The Malpractice Committee will make sure that any sanctions imposed reflect the seriousness of the malpractice that has occurred and that all similar cases are treated in an equitable, fair and unbiased manner.

When considering the seriousness of a case of malpractice, any previous cases may be taken into consideration.

The sanction(s) implemented by the Malpractice Committee may be informed by any previous advice that it has given to the student on malpractice.

Listed below are examples of sanctions, one or more of which may be applied to a student. This list is not exhaustive, and other sanctions may be applied on a case-by-case basis, as recommended by the Malpractice Committee.

Possible sanctions that may be applied to students include but are not limited to:

- i. Awarding the mark given by the examiner and a warning given to the student.
- ii. Awarding a minimum pass mark for the assessment component in which malpractice has been deemed to have occurred.
- iii. Awarding a mark of zero in the assessment component in which malpractice has been deemed to have occurred.



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Additional sanctions may involve:

- a. Loss of marks for the entire relevant unit and all other units sat previously. This may result in the student having to re-sit an entire qualification, if the regulations allow, or a certificate being revoked for either a unit or qualification.
- b. The student not being allowed to re-sit or resubmit the relevant assessment(s) for that unit or qualification for a stated period of time.
- c. The student not being allowed to sit, re-sit or resubmit any other assessment relating to that unit or qualification for a stated period of time.
- d. The student may be disqualified from registering for future units or qualifications with us, either for a stated period of time or indefinitely.
- e. Notification to an employer, regulator or the police.

Quality assurance, monitoring and review

Records of all malpractice cases and their outcomes (with the exception of examination scripts or submitted assessments) are maintained by us for a period of at least five years.

5.2 The policy is subject to regular monitoring and review by us in order to maintain the highest possible standards of consistency and quality.

5.3 The policy is formally approved by our Malpractice Committee.

5.4 The policy has been developed to comply with all relevant legislation, the General Conditions of Recognition and other relevant guidance.

5.5 We are subject to regulation by the qualifications regulatory authorities, (if there is any)

Dr. Adrian Estes

Chairman

International Board of Skills & Development

Date of signature :- 03 may 2021



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IBOSD- General 001 - Policy - 2021- Refund Policy – 22 rev. 0/ 05/21

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REFUND POLICY

Three-Day Cancellation

Students who provide written notice of cancellation within three days (excluding Saturday, Sunday, and federal and state holidays) of paying tuition and/or the payment processing fee, but before the first class, are entitled to a refund of all monies paid, excluding the nonrefundable application fee. Refunds will be provided within thirty (30) calendar days of receiving notice of cancellation.

General Refund Policy

The following tuition refund policy applies to all programs/courses and to all students

Participation in courses is the responsibility of the student. If a student remains enrolled in a course after the Unregister Period ends, he/she will remain enrolled in the course through the end of the term. Students are financially and academically responsible for their enrollment in courses if they are active beyond the first week.

Suppose the student withdraws or is terminated from any program course or program and the board has received any monies for tuition or fees in excess of the student's obligations. In that case, the board will refund such excess to the appropriate party(ies) to eliminate any outstanding balances for any student financial aid received by or with respect to the students account.

Withdrawal from Program or Single Course

A student must submit a Change of Status Form in order to withdraw from the program or from a single course. The form must be received within two days of enrollment in order to receive a full refund of tuition paid.

Students, including those who have been dismissed, are liable to pay for each course taken or not dropped by the Drop Date at the individual course cost. If the student has paid for the entire program upfront, the program cost, less this liability will be refunded to the student.



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Dr. Adrian Estes

Chairman

International Board of Skills & Development

Date of signature: - 03 may 2021

