

## Standard Operating Procedure for Tele-Learning, NIM

The following Standing Operating Procedures (SOPs) shall be adhered to during all activities of Tele-Learning mode. The basic protocol is that the virtual space will be considered as MCMC Classroom and / or Syndicate Room. Already Issued Guidelines for various activities, Administrative Instructions, Academic Guide Lines, Use of cell phones and Policy for violation of instructions will be followed in this Tele-Learning mode. The online sessions will be regulated, observed & administered by the sponsor DS. The Sessions shall be supervised by the Chief Instructor.

In addition, following conditions are to be met by the participants: -

### **1. Computer Requirement:**

- a. Desktop computer (with UPS) with an external webcam & a better built-in microphone **OR** a Laptop computer with a built-in webcam and microphone (not a tablet, Chromebook, or cell phone).
- b. Built-in or external speakers / headphones or ear buds.
- c. A reliable and exclusive internet (4G / 5Mbps) connection.
- d. Disable any browser pop-up blockers.

### **2. Classroom Requirement:**

#### **a. Acceptable Environment:**

- i. An exclusive room / dedicated space where the Participant sits alone.
- ii. Daylight quality lighting – preferably overhead.
- iii. Environment suitable to concentrate / focus.
- iv. Webcam settings with maximum coverage of the participant.

#### **b. Unacceptable Environment:**

- i. Room sharing with any other person.
- ii. Room lighting which comes from behind the participant, and blinds the view of the faculty.
- iii. **Use of Mobile phone, multimedia or any other electronic devices during the session.**
- iv. Any study notes on the table during exam unless indicated otherwise.
- v. Distractions like Music or Television.

### **3. Technical Issues:**

- a. For every Tele-learning session, a web link will be sent to all the Participants.
- b. If technical glitches like internet connectivity / speed& accessing of the software (e.g. ZOOM etc.) continues for five minutes or more, the respective Syndicate DS /Program Officer, T&C Section will be contacted immediately for help through text message / whatsapp.
- c. The Program officer will maintain a Log encompassing technical issues.

#### 4. **Weekend & Leave Policy:**

The procedure for applying for a weekend or casual leave will remain the same with minor adjustments as under:

- a. On weekends if a training activity has been planned: The Participant will have to submit his / her request online to the CI.
- b. On working days on extreme compassionate grounds / health reasons: The Participant will have to apply for casual leave or short leave on line to the CI.
- c. Two short leaves will be considered as one casual leave.
- d. The course has been reduced to 10 weeks. The number of Casual Leaves a participant can avail is **3 DAYS**. Any Participant who misses more than **3 DAYS** of course (whether with permission or otherwise), would be withdrawn from the training.

#### 5. **Attendance:**

- a. It will be marked the moment a Participant gets connected to Tele network through the given Link for the morning session at 8:45 am. Participant will text "Present" in Zoom to the host (NIM /Sponsor DS) after signing in.
- b. *Tilawat* will start at 08:55 am (Monday to Friday).
- c. Participants will text "Present" in Zoom **at the beginning of each session** during the day, on the specified time. Otherwise the participants will be considered as late.
- d. Participants will minimize the video thumbnails to have the best view of the slides being presented by the guest speaker.
- e. Frequent mini breaks to be avoided.
- f. Smoking is strictly prohibited during the session. The participants will not leave their work stations until the session has been disconnected by NIM / Sponsor DS.

#### 6. **Question & Answer Session:**

- a. Unless otherwise indicated by the sponsor DS while introducing the Guest Speaker, all the Q&A sessions will be regulated by the faculty.
- b. The sessions will always start with mics of all the participants kept in muted condition by the host i.e. NIM. The participants will not mute themselves during the session. The Q&A will be regulated by the Sponsor DS by unmuting the mic of the Participant.
- c. The Participants' desirous of asking the question will use the "raise hand" option of Zoom and wait for the announcement of the name by the CI / DS, simultaneously the mic icon on the dashboard will turn unmute.
- d. The Participant will introduce himself (name and service group) followed by the question.
- e. No supplementary questions are permitted.
- f. The question asked must be pertinent and concise. Lengthy comments and irrelevant questions are strictly discouraged.

**7. Policy of Non-Attribution:** All the activities held at NIM are under the umbrella of non-attribution. The Participants are free to use the information received however, they can neither disclose the identity nor the affiliation of the visiting speaker(s), nor that of any other Participants or faculty member. Non-adherence to this policy may entail disciplinary action.

**8. Conduct of Examination:**

- a. Paper (APs / MCQs) will be monitored through ZOOM.
- b. AP and Case Study will be emailed to each participant. Questions will be shared online on the specified date and time.
- c. Participants will attempt the AP and Case Study on the answer sheets to be provided by NIM. Participant will submit the scanned answer sheets using any appropriate mobile app (e.g. Cam Scanner) and send to T & C via email **nim.psh@gmail.com**. The original hard copies of answer sheets will be sent by courier.
- d. In case of MCQs, each question will appear on the screen for some seconds, the participants will record their answers on the answer sheet provided by NIM. After the conclusion of the test, the scanned copy of the answer sheet will be emailed to T & C at **nim.psh@gmail.com**.
- e. Any change in the above stated procedures will be intimated as and when required.

**9. Dress Code:**

a. **Male:**

i. Monday to Friday:

1. Smart Casual i.e. Suit without tie or formal shirt/trouser with tie (Excluding T-shirts, Collared or round neck).
2. Shalwar Kameez (White or Off-white) with waist coat.
3. Fresh & Neat Look, becoming of an officer, would be appreciated.

b. **Female:**

i. Appropriate formal dress.

**10. Use of E-Portal:**

All instructions & reading material will be uploaded on E-Portal in addition to being emailed to participants.

**12. Undertaking:**

All the participants will submit an undertaking regarding adherence to the principles of non-attribution during the online training mode. NIM will email the undertaking forms to all the participants which have signed, scanned through Cam scanner and emailed back to **nim.psh@gmail.com**.

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