

Standard Operating Procedures (SOP) for ELP Students

The College has prepared the Standard Operating Procedure in line with the Institution policy for Quality Monitoring and Quality Improvement. The SOP is reviewed and approved by the Management.

Introduction

The Avviare Educational Hub was established in the year 2013 under Future Ahead Foundation. It has become the extended campus of Singhania University in the Year 2018.

Over the last six years, AEH has attained a name for itself purely because of its impressive infrastructure, modern and fully equipped classrooms and labs, a well-equipped library and a team of dedicated faculty. Avviare College has added a feather to its cap by starting Nursing and Mid Wifery Program in the year 2018.

Our Commitment

AEH assures that the institution's administrative policies and procedures allow for an effective and efficient ELP support infrastructure with sufficient resource allocation to maintain the quality of offerings and services. The institution demonstrates that the student who registers in ELP mode is the same student who participates in and completes the course or program and receives the credit by verifying the identity of a student to participate in class or coursework by using, at the option of the institution, methods such as (1) a secure login and pass code, (2) proctored examinations, and, (3) new or other technologies and practices that are effective in verifying student identification.

The institution demonstrates that it has a written procedure for protecting the privacy of students enrolled in ELP mode.

The institution shall maintain a central repository for ELP education program information and a support structure for facilitating the development and refinement of ELP policies, procedures, and services college-wide. Since the mission of ELP is to provide quality and affordable educational services to learners who use this service, the college ensures that the academic quality of ELP is a high priority. Avviare has the administrative infrastructure (guidelines and

policies for instruction), technology infrastructure (internet access, computing/networking standards, help desk services), faculty support (including access to and training in a variety of instructional media, virtual library and other required resources), and student support services (advising, placement testing, library support, technical support) necessary to meet the needs of ELP students.

In accordance to our ELP Policy, it will be assessed and evaluated on a regular basis.

Library Service Hours

Monday to Saturday (except second Saturday)

Reading & Consultation: 9.00 AM to 4.30 PM

Issue of Notes: 9.00 AM to 4.30 PM

**The library will remain closed on Sundays and all Institutional Holidays.*

The Mission of AEH Library

The mission of AEH Library is to deliver world-class library and information services to meet the need of the local, national and international scholar community and to support the institute's mission to contribute to society through the pursuit of education, learning and research at the highest international level of excellence.

Classes Timing

- Classes to ELP students will be provided on every Saturday except 2nd Saturday. The timing of classes will be 9:30 am to 1:30 pm. Extra Doubt classes will be provided on Friday with prior confirmation taken by the student about the availability of concerned Subject Faculty from their class coordinator. It is the duty of class coordinator to confirm from the Faculty and inform them in advance about the list of students & timing coming for doubt classes.
- Timely Assignments will be given to ELP students by the Class Coordinators.
- Submission of Assignments will be within two weeks after allotment.
- Notes to ELP students will be given on monthly basis via mail. Institution shall not be liable in case the student has provided incorrect mail ID or he/she has skipped or deleted

the mail. In this case, it is the responsibility of the student to come to college and take notes from Library. If the notes taken once from the Library and misplaced then, from second time onwards charges will apply Rs. 200 per subject.

- ELP students have to meet their class coordinator at least once in a month.
- ELP students have to update their number or any other communication mode time to time with their class coordinator and also with admission cell. Class coordinator will further ensure that the changes are updated with all the committees & departments of the Institution.
- ELP students have to appear in internal examinations, in case of emergency (medical/no leave from office) they have to submit application with relevant proof documents like medical certificate, leave requested mail in office and HR's/Manager's reply on it to the class coordinators on time so that they can assign assignments to them.
- ELP students can convert into regular mode by providing application & relevant document like resignation/experience/relieving letter from their company to admission cell. Admission cell is responsible to update all committees & departments about such students.
- ELP students can change their course within four months of session started.
- ELP students can also be a part of excursions and tours. ELP students can also participate in college activities. To remain updated of such information, ELP students should keep on checking our website or FB page & notice board regularly.
- Students whether ELP or regular should ensure that they are added in official WhatsApp groups of their class for timely & quick flow of information.
- Each student enrolled in ELP course shall have access to all the academic support services, instructional equipment, and campus events and other non-academic activities that are provided to other students.

- Support services may include but are not limited to academic advising, counseling, library services, bookstore and other learning resources, computer access, tutoring services and financial aid.

Course Offerings

Courses delivered via ELP shall be regular AEH academic department courses approved through the usual curriculum approval processes as defined by the University. There shall be no distinction in quality or standards of excellence between courses offered through ELP education and those offered on campus. Courses offered via ELP shall have the same rigor and expected outcomes as resident offerings. ELP courses shall carry the same curriculum prerequisites as traditional courses.

Course Evaluation and Maintenance

ELP education course offerings shall be evaluated according to the course evaluation procedures in effect for on-campus courses. Additional items to be evaluated shall include the effectiveness and efficiency of delivery systems, academic resources, student services, and access to faculty. Records of evaluations and the analyses of the evaluations must be kept on file, as well as documentation of the proactive use of the results of the evaluations in the enhancement of course offerings.

General Policies

Policies governing financial operations of ELP education are approved by the Board of Directors. Policy elements include the following:

- A. Tuition fee for ELP student is the same as tuition for on-campus courses.
- B. The maximum allowable tuition rate for ELP students may be changed each year based on the percentage change in tuition approved by the Board of Directors.
- C. All program and course costs, excluding books and materials, shall be calculated as part of the total delivery costs.

D. Policies regarding payment of tuition and tuition refunds shall generally follow the campus-based policies unless different policies are approved as part of the program proposal procedure.

Faculty Rights, Roles and Responsibilities

- All courses offered to ELP students shall have a qualified faculty member approved and assigned by the appropriate department head.
- Faculty shall retain the primary responsibility and authority for the academic management and oversight of ELP students.
- The assigned faculty member shall have full control of the content of the ELP course material.
- The faculty member shall be expected to deliver accurate and current information and shall not include in the content of the course anything which the faculty member knows to constitute libel, invasion of privacy, infringement of copyright or other literary rights, or otherwise violate the legal rights of any persons or entities.
- The faculty member must respond to a student's email query within 24 hours but not later than 48 hours.
- The faculty member retains the authority and the responsibility to produce any revised or supplemental materials in order to maintain or enhance the accuracy and quality of ELP students.
- Expected updating of course material will be planned and methodically implemented with the appropriate support unit.
- The intellectual property rights of faculty shall be governed by the policies in the AEH Standard operating policy.

STUDENTS AND STUDENT SUPPORT SERVICES

ELP students shall have reasonable and adequate access to the range of student services and student rights appropriate to support their learning and successful matriculation and comparable to those offered to on-campus users. Services should include the following: admissions, cashiers, accounts payable (refunds, billing, etc.), bookstore, course catalog, academic advising, technical assistance, registration (Add/Drop), withdrawal from courses, transfers, reinstatements, financial aid information, academic calendar, student records, library services, services for disabled students policies, procedures, and protocols for taking courses.

Student Background

Degree program requirements for ELP students shall be the same as they are for campus-based students. ELP students shall meet the same course prerequisites as do campus-based students.

Help Desk Services

AEH shall provide a special Help Desk for ELP students, designed to serve as a central point of contact for both technical and non-technical needs. When Help Desk personnel are not personally on duty; telephone or online service will be provided to assist students with their needs.

ELP Conversion from Regular

ELP Conversion window will open in every 6 months. No mid session requests will be entertained except special cases as approved by Director-Operations. Student has to submit form to the Admission Cell along with following proof documents- Company Offer Letter & Appointment Letter and then further, it is the duty of Admission Cell to give approval on the application form and update Dean- Academics, Exam Cell & all other concerned departments/committees within 3 days of approval via mail alongside attached his/her documents. It is the duty of student to keep track of his/her application form after 3 days of submission.