

ST. JOSEPH'S COLLEGE, MOOLAMATTOM

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6.5.1 Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes. It reviews teaching learning process, structures & methodologies of operations and learning outcomes at periodic intervals and records the incremental improvement in various activities.

ADMINISTRATIVE TRAINING PROGRAMME FOR NON-TEACHING STAFF





Sl.No.	Name of the Administrative Training Programme	Date
1.	Professional Ethics	18/04/2019 -25/04/2019
2.	Financial Management and Budgeting	21/05/2020- 26/05/2020
3.	Customer Service Training	10/04/2021- 16/0/2021
4.	Income Tax Filing	11/05/2022- 16/05/2022
5.	Communication Skills	11/05/2023-16/05/2023



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ADMINISTRATIVE TRAINING PROGRAMME ON PROFESSIONAL ETHICS

Internal Quality Assurance Cell

18 April 2019 to 25 April 2019





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08/04/2019

The Internal Quality Assurance Cell (IQAC) of St. Joseph's College, Moolamattom, is organizing an "SDP on Professional Ethics" for our administrative staff from April 18, 2019 to April 25, 2019. The inauguration of the programme will be at the Chavara Hall at 10:00 a.m. on April 18, 2019. All the administrative staff are requested to participate and benefit from it.

Principal

Principal
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REPORT ON THE ADMINISTRATIVE TRAINING PROGRAMME ON PROFESSIONAL ETHICS

An extensive report on St. Joseph's College, Moolamattom's Administrative Training Programme on Professional Ethics, which was held from April 18 to April 25, 2019. This report aims to provide an overview of the goals, actions, and results of the administrative staff members' training programme.

1 Introduction

A thorough account of the St. Joseph's College, Moolamattom,-organized Administrative Training Programme on Professional Ethics, which was held from April 18 to April 25, 2019. The goals, actions, and results of the training program for administrative staff members are presented in this report.



Brochure of Administrative Training Programme on professional ethics



2 Objectives

- To enhance the understanding of professional ethics among administrative staff.
- To promote ethical decision-making and behaviour in the workplace.
- To ensure that all staff members adhere to the institution's code of conduct and ethical guidelines.
- To foster a culture of transparency, integrity, and accountability within the administrative department.

3 Programme Overview

The training course took place from April 18, 2019, to April 25, 2019, for a duration of one week. A variety of teaching methods were used, including interactive sessions, case studies, workshops, and group discussions. Professional facilitators with vast experience in the field of ethics for professionals guided the sessions.

4 Key Topics

The training programme covered a wide range of topics related to professional ethics, including but not limited to:

- Introduction to professional ethics and its importance.
- Ethical decision-making processes.
- Code of conduct and ethical guidelines at St. Joseph's College.
- Conflict of interest and its management.
- Handling confidential information.
- Accountability, transparency, and integrity in administrative roles.
- Ethical dilemmas and case studies.



5 Participant Engagement

In the training program, fourteen administrative staff members from different departments of the college actively participated. Participants worked on case studies that allowed them to apply ethical concepts to actual situations, had spirited debates, and shared personal experiences.

6 Feedback

The Administrative Training Programme on Professional Ethics was well-received by the participants. Feedback received from the staff was overwhelmingly and positive.

7 Outcomes

- Increased awareness and understanding of professional ethics.
- Improved skills in ethical decision-making and problem-solving.
- Greater adherence to the college's code of conduct.
- Strengthened commitment to maintaining a high level of integrity and transparency.
- Enhanced team collaboration and communication.

8 Recommendations

- Conduct similar training programmes regularly to reinforce ethical standards.
- Expand the program to include other departments and staff members.
- Consider introducing a system for ongoing ethics training and evaluation.

9 Conclusion

In order to encourage ethical behavior among our administrative staff members, St. Joseph's College, Moolamattom, established the Administrative Training Programme on Professional Ethics.



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We think that by keeping a laser-like focus on professional ethics, we can keep fostering an environment of honesty, openness, and responsibility within our organization.



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Administrative Training Programme on Professional Ethics

2018-2019

List of participants

Sl. No.	Name	Signature
1	Thomas Sebastian	
2	Joseph John K	
3	Joy George	
4	Mathew T.T	
5	Michael Mathew	
6	Baby A.A	
7	Joseph K.T	
8	Sijo John	
9	Baby Mathew	
10	Paul C Abraham	



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ADMINISTRATIVE PROFESSIONAL TRAINING PROGRAMME ON FINANCIAL MANAGEMENT AND BUDGETING

Internal Quality Assurance Cell

21 May 2020 to 26 May 2020





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Circular of the program



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11/05/2020

From May 21 to May 26, 2020, the Internal Quality Assurance Cell (IQAC) of St. Joseph's College, Moolamattom, is planning an "SDP on Financial Management and Budgeting" for our administrative staff. On May 21, 2020, at 10:00 a.m., the program will be launched at Chavara Hall. We kindly ask that all administrative staff members take part and reap the benefits from it.

Principal

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1 Introduction

Moolamattom's Saint Joseph's College has always been dedicated to the advancement and development of its administrative staff members on a professional level. In keeping with this pledge, the college conducted an Administrative Professional Training Programme from May 21, 2020, to May 26, 2020. This was a noteworthy initiative. This programme aimed to improve the administrative staff members' abilities in budgeting and financial management. An overview of the programme's goals, content, results, and feedback is given in this report.



Brochure of Administrative Training Programme on Financial Management and Budgeting.

2 Objectives

The primary objectives of the Administrative Professional Training Programme on Financial Management and Budgeting were:

- To equip administrative staff members with essential financial management skills and knowledge.
- To enhance the ability to create, monitor, and manage budgets effectively.
- To ensure better fiscal responsibility within the college's administrative teams.



- To facilitate a deeper understanding of financial policies and procedures.

3 Content

The program spanned six days and featured a mix of lectures, workshops, and interactive sessions. Some of the key topics covered during the programme included.

- Introduction to Financial Management Principles
- Budget Development and Planning
- Financial Reporting and Analysis
- Risk Management and Internal Controls
- Understanding College Financial Policies
- Case Studies and Practical Exercises

The sessions were led by both in-house experts and external professionals with expertise in financial management and budgeting.

4 Outcomes

Numerous favorable results were obtained from the Administrative Professional Training Programme on Financial Management and Budgeting. The participants' financial management skills showed a noticeable improvement, which better prepared them to handle the financial duties of their employment. Participants gained the capacity to efficiently construct, track, and oversee budgets, which helped the college allocate resources more effectively. Better compliance and less financial disparities resulted from a deeper comprehension of financial policies and procedures. The ability to make sound financial decisions was perceived by the participants as having risen. The initiative improved overall teamwork and cohesiveness by encouraging administrative personnel to collaborate and share expertise. Participants expressed gratitude for the programme's structure, instructors, and material, and most expressed a need for further training chances of this kind in the future.



5 Feedback

- To maintain the momentum of this successful program, we recommend the following:
- Conduct follow-up training sessions or refresher courses to ensure that staff members stay current with financial management best practices.
- Tailor future programs to the specific needs of different administrative departments within the college.
- Continue to bring in external experts and trainers to provide a fresh perspective and up-to-date knowledge.
- Implement regular assessments to gauge the long-term impact of the training on the administrative staff's financial management abilities.

6 Conclusion

A huge success, the Administrative Professional Training Programme on Financial Management and Budgeting took place in May 2020 at St. Joseph's College in Moolamattom. It gave administrative staff members the essential financial abilities they needed, which enhanced the college's financial management procedures and increased fiscal responsibility. The college is in a strong position to prosper and uphold its dedication to excellence by investing in professional development opportunities such as these.

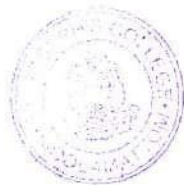


Administrative Training Programme on Financial Management and Budgeting

2019-2020

List of participants

Sl. No.	Name	Signature
1	Joseph K.J	<i>Joseph</i>
2	Paul C Abraham	<i>Paul C Abraham</i>
3	Joy George	<i>Joy George</i>
4	Biju Scaria	<i>Biju</i>
5	Michael Mathew	<i>Michael Mathew</i>
6	Thomas Sebastian	<i>Thomas Sebastian</i>
7	Joseph John K	<i>Joseph John K</i>
8	Baby A A	<i>Baby A A</i>
9	Sijo John	<i>Sijo John</i>



Sijo John

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Administrative Training Programme on Customer Service Training

Internal Quality Assurance Cell

10 April 2021 to 16 April 2021





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31/03/2021

The Internal Quality Assurance Cell (IQAC) of St. Joseph's College, Moolamattom, is organizing an "SDP Customer Service Training" for our administrative staff from April 10, 2021 to April 16, 2021. The presentation will begin at 10:00 a.m. on April 10, 2021 at Chavara Hall. We respectfully request that all administrative staff members participate and benefit from it.


Principal

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1 Introduction

St. Joseph's College, Moolamattom held an administrative training program from April 10, 2021 to April 16, 2021, with a focus on teaching professional administrative staff members in customer service. An overview of the program's goals, actions, and overall effects is given in this report. The goal of the Administrative Training Programme on Customer Service Training was to improve the qualifications and abilities of St. Joseph's College administrative staff members. The program's goal was to raise the standard of care provided to instructors, guests, and students in order to foster a more productive and positive learning environment.



Brochure of Administrative Training Programme on Customer Service Training

2 Objectives

- To train administrative staff in providing exceptional customer service.
- To enhance communication skills.
- To develop problem-solving skills.
- To improve conflict resolution and handling difficult situations.
- To create a culture of professionalism, courtesy, and empathy.



3 Activities

The programme included a range of actions intended to meet the specified goals. A number of training sessions and seminars were held to impart fundamental knowledge and useful abilities linked to customer service. These comprised lessons on how to handle complaints and comments, comprehend client needs, and communicate effectively. Employees engaged in role-playing games designed to mimic authentic customer care situations. As a result, they could put their skills to use and get helpful criticism from peers and trainers. Guest lecturers with expertise in customer service and administration were invited to share their knowledge and best practices with the audience. Participants were invited to share their customer service experiences, obstacles faced, and triumphs in lively group conversations. Real-life case studies were examined to analyze successful and unsuccessful customer service situations. This facilitated a deeper understanding of the principles of effective service. Participants' progress and understanding of the training material were assessed through quizzes, assignments, and a final examination.

4 Outcomes

Numerous noteworthy results came from the Administrative Training Programme on Customer Service Training. Improved Customer Service Capabilities: Employees gained stronger problem-solving and communication abilities. Enhanced Self-Assurance: Attendees acquired self-assurance in managing difficult circumstances and engaging with clients. Positive Culture Shift: There has been a discernible change in the institution's culture toward one that is more customer-focused and professional. Increased Satisfaction: Customers and other interested parties noticed a discernible increase in the caliber of services and customer satisfaction.

5 Conclusion

The customer service training professional training programme held at St. Joseph's College, Moolamattom from April 10, 2021, to April 16, 2021, was a great success. It improved the learning environment by giving administrative workers the abilities and information needed to deliver first-rate customer service. The initiative has had a noticeable influence on the organization, as seen by higher satisfaction, better customer service, and a change in the institution's culture to one that is



more customer-centric. The college is dedicated to sustaining and improving these advancements through additional projects and continual training.

6 Recommendations

- To maintain the positive momentum gained from this program, it is recommended that:
- Regular refresher courses and training sessions be conducted.
- Feedback mechanisms be established to continually assess and improve service quality.
- Encourage the sharing of best practices among staff members.
- Explore opportunities for extending similar training to other departments and staff.



Administrative Training Programme on Customer Service Training

2020-21

List of participants

Sl. No.	Name	Signature
1	Paul C Abraham	
2	Michael Mathew	
3	Sijo John	
4	Biju Scaria	
5	Thomas Sebastian	
6	Joy George	
7	Baby A A	
8	Joseph K T	



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Administrative Training Programme on Income Tax Filing

Internal Quality Assurance Cell

11 May 2022 to 16 May 2022





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01/05/2022

The Internal Quality Assurance Cell (IQAC) of St. Joseph's College, Moolamattom will offer an "SDP on Income Tax Filing" for our administrative staff from May 11-May 16, 2022. The presentation will begin at 10:00 a.m. on May 11, 2022 in the Chavara Hall. We respectfully request that all administrative staff members participate so they can benefit.


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1 Introduction

From May 11–May 16, 2022, St. Joseph's College, Moolamattom, offered its administrative staff members an administrative training programme on income tax filing. The purpose of this report is to give a summary of the training programme's goals, methods, and results.



Brochure of Administrative Training Programme on Income Tax Filing

2 Objectives

- To enhance the understanding of income tax regulations and procedures among administrative staff members.
- To empower staff members with the knowledge and skills required to efficiently file their income tax returns.
- To ensure compliance with income tax laws and regulations.
- To promote financial literacy and responsible financial management among the administrative staff.



3 Execution

The college collaborated with a team of expert trainers and tax consultants to design a comprehensive curriculum. The curriculum covered various aspects of income tax filing, including:

- Understanding different sources of income.
- Navigating the Indian income tax structure.
- Filing procedures for individual taxpayers.
- Deductions and exemptions available under the Income Tax Act.
- Handling tax-saving investments.
- Compliance with Goods and Services Tax (GST) if applicable.
- Practical demonstrations of filing income tax returns online.

4 Duration and Sessions

The training course ran from May 11, 2022, to May 16, 2022, for six days. It was broken up into three-hour sessions that happened every day. To ensure that the participants had a thorough comprehension of the material, these sessions included lectures, case studies, and practical exercises.

5 Resources

The college provided training materials, including printed booklets, electronic presentations, and access to relevant government websites and online tax filing platforms. Participants were also given access to a dedicated helpline for clarifications and support during the training.

6 Participants

The program was mandatory for all administrative staff members who were liable to pay income tax. The program included 45 participants, ranging from clerical staff to senior administrators.



7 Trainers

Highly experienced trainers and tax consultants were engaged to conduct the program. They possessed in-depth knowledge of the tax laws and practical experience in income tax filing.

8 Outcomes

The training programme was highly successful in achieving its objectives.

- Participants showed a significant improvement in their understanding of the Indian income tax system, making them more aware of their financial responsibilities.
- Administrative staff members reported that the training helped them navigate the income tax filing process more efficiently. This resulted in fewer errors and reduced the likelihood of tax audits.
- The program contributed to better compliance with income tax laws and regulations, reducing the risk of penalties or legal consequences.
- Participants expressed increased confidence in managing their finances, which had a positive impact on their overall well-being.
- The improved understanding of deductions and exemptions resulted in potential cost savings for the participants.

9 Conclusion

St. Joseph's College, Moolamattom, held an Administrative Training Programme on Income Tax Filing between May 11, 2022, and May 16, 2022, and it was a great success. The training gave administrative staff members more confidence and efficiency when filing their income tax returns, in addition to improving their tax literacy. Additionally, it encouraged compliance and fiscal prudence among the college's administrative staff. This training program exemplifies the college's commitment to the professional development and well-being of its staff members. It is recommended that similar training initiatives continue to be conducted in the future to ensure continued financial literacy and compliance.



Administrative Training Programme on Income tax filing

2021-2022

List of participants

Sl. No.	Name	Signature
1	Thomas Sebastian	
2	Paul C Abraham	
3	Joy George	
4	Biju Scaria	
5	Michael Mathew	
6	Joseph K.J	
7	Sijo John	
8	Baby A`A	



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Professional Administrative Training Programme on Communication Skills

Internal Quality Assurance Cell

14 April 2023 to 21 April 2023





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04/04/2023

The Internal Quality Assurance Cell (IQAC) of St. Joseph's College, Moolamattom will offer a "SDP on Communication Skills organized" for our administrative staff from April 14, 2023, to April 21, 2023. The programme will begin at 10:00 a.m. on April 14, 2023 in the Chavara Hall. We respectfully request that all administrative staff members participate so they can benefit.

Mason
Principal

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1 Introduction

Administrative staff workers need to be proficient communicators in order to be successful in their positions. Acknowledging the importance of this ability, St. Joseph's College, Moolamattom, arranged an extensive training programme aimed at improving the administrative staff members' communication abilities. Success in administrative professions is largely dependent on having effective communication skills. In order to provide our administrative personnel with the skills they need to succeed in their roles, St. Joseph's College designed an extensive training programme that centered on improving their communication abilities.



Brochure of Administrative Training Programme on Communication Skills

2 Objectives

- To improve verbal and written communication skills.
- To enhance interpersonal communication and collaboration.
- To understand the importance of non-verbal communication.
- To foster effective listening and feedback.
- To address communication challenges specific to administrative roles.



3 Overview and Highlights

Over the course of a week, a range of seminars, workshops, and activities were held as part of the training programme to address the defined overview and highlights. Over the course of a week, the training programme included a variety of workshops, sessions, and activities aimed at achieving the program's goals. The goal of the interactive seminars for the participants was to improve their written and vocal communication abilities. Public speaking, drafting reports, and efficient email communication were among the subjects covered. Employees were trained in the art of successful interpersonal communication and how to establish strong relationships. The main objectives of the sessions were conflict resolution, empathy, and active listening. To assist staff in accurately conveying messages and interpreting the nonverbal cues of others, the significance of body language and nonverbal cues in communication was investigated. Sessions specifically designed to address communication problems unique to administrative professions were held. Topics like handling tough talks, remaining professional when performing administrative duties, and fostering productive team communication were all discussed in these workshops. The program included role-playing games, group activities, and simulations to give participants a safe space to practice their newly learned abilities. Staff members learned the art of building positive relationships through effective interpersonal communication. The sessions emphasized active listening, empathy, and conflict resolution. The importance of non-verbal cues and body language in communication was explored to help staff convey messages more accurately and understand others better. Specialized sessions were designed to address communication challenges specific to administrative roles. These included handling difficult conversations, maintaining professionalism in administrative tasks, and effective communication in a team. The programme included group activities, role-playing exercises, and simulations to allow participants to practice their newly acquired skills in a supportive environment.

4 Outcomes

The Professional Administrative Training Programme on Communication Skills was a resounding success, with several positive outcomes.

Assessments conducted before and after the training showed that participants felt more confident in their ability to communicate. It enhanced efficiency and effectiveness in their tasks due



to better teamwork and collaboration among administrative staff members. Improved email and report writing demonstrate enhanced written communication abilities. Employees displayed an enhanced comprehension of the subtleties of nonverbal communication and its influence on their relationships. The Communication Skills Professional Administrative Training Program produced a number of noteworthy results. Pre- and post-training tests showed a considerable rise in the confidence and competence of the participants' communication skills and increased productivity and effectiveness at work as a result of better cooperation and teamwork among administrative staff employees. Employees showed a deeper comprehension of the subtleties of nonverbal communication and how it affects their relationships.

5 Feedback

In order to determine participant satisfaction and obtain information for potential future training programme enhancements, we solicited input from the participants. Participants emphasized the content's relevancy and practicality in their overwhelmingly positive reactions. More role-specific case studies and more one-on-one mentoring were two recommended areas for improvement. We gathered participant input in order to assess the program's efficacy and obtain ideas for future enhancements. Participants praised the training content's relevancy and usefulness, and the replies were largely positive. In subsequent training sessions, a few participants suggested adding more role-specific case studies and one-on-one coaching.

6 Conclusion

St. Joseph's College, Moolamattom, arranged a Professional Administrative Training Programme on Communication Skills, and it was an enormous success. It greatly improved our administrative staff's communication abilities, which aided in both their professional development and the general effectiveness of our administrative operations. Administrative staff workers received crucial communication skills training from St. Joseph's College, Moolamattom. Their professional skills were improved, and it also made the administrative team more unified and productive. We're determined to build on this accomplishment and keep giving our administrative staff members better training options. Administrative staff workers need to be proficient communicators in order to be successful in their positions. Acknowledging the importance of this ability, St. Joseph's College,



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Moolamattom, arranged an extensive training program aimed at improving the administrative staff members' communication abilities.



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Administrative Training Programme on Communication skills

2022-2023

List of participants

Sl. No.	Name	Signature
1	Paul C Abraham	
2	Fr. Tison Thomas	
3	Fr. Nixon Mathew	
4	Sr. Betsi Paul	
5	Michael Mathew	
6	Kuriachan Jose	
7	Visakh Sivan	
8	Sijo John	
9	Silvanose P Thomas	
10	Mathew Emmanuel	
11	Biju Scaria	



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