

Job Expectations: FEA India		
Sr. no.	Indicators	Details
1	Adhering to Org policies and processes	• Leave Policy, Email guidelines Enrolment-Attendance expectations, Child Protection Policy, Expense submission guidelines, Safety and usage of branch assets. Email guidelines: Timely Communication: Check emails daily and reply within 24-48 hours. Email Etiquette: Use clear subjects, proper greetings, concise content, and correct grammar. Responsible Use: Don't misuse CC/Reply All, avoid all caps/urgent flags, and keep emails professional. Leave policy: Leave Entitlement: 27 PTO + 11 holidays (38 total); CL for emergencies (max 3 days), PL accrues monthly (up to 45). Rules: CL = to be applied before 48 hours or manager to be called during emergencies, PL = planned (apply 7 days prior); no encashment; unsanctioned leave = disciplinary action. Flexibility: PL can be donated (any number of leave can be donated by an employee) or received (max. 10 in a year) by employees in need, subject to approval; unpaid leave may be availed after approval of direct manager; grievances to Finance & HR Head. Child Protection Policy: Child Safety First: FEA protects all children and young adults from harm, with zero tolerance for abuse. Boundaries & Conduct: Staff must respect rights, avoid personal contact, gifts, and ensure consent and confidentiality. Accountability: Violations lead to strict disciplinary action or legal reporting under management oversight. Holiday Calendar: On LMS Enrolment-Attendance expectations: • Enrolment: 95% within 2 weeks of branch start • Attendance: 80% and above after 3 weeks of branch start Safety and Usage of branch assets: • Branch assets neither to be utilised for personal use/ nor to temporarily share with landlord in any condition. • Ensure proper arrangement of the assets in expected manner, Damages due to manhandling will be charged.

2	Prepared ness for Work	- Utilizing 20 min of allotted shift time for preparation to gain additional preparation of the lessons to be conducted. - Prepared the learning material before the class, notecards, questions slip etc., AVs and PDFs to be updated beforehand. - Setting up the objective of the lesson and achieving the objective of learning activities.
3	Class Management	- Start and end class on time ensuring lesson completion. - Conduct 1 lesson every day; if the objective is not achieved, repeat the lesson with consultation from a manager. - Appoint cops/monitors for smooth classroom operations. - Ensure fair and equal participation for all students. - Avoid favoritism and criticism of any students or staff. - Manage learning resources with care, including TRB/THB, SRB, SAB. - Maximum 15 students of age group of 17-18 students can be enrolled at the branch, irrespective of the sessions. - During foundation lessons, utilize mobilization time only for filling up vacancies at the branch. - No discussions based on caste, gender and social or economic status of students or staff.
4	Branch Management	Arrive at the branch/training rooms before time (preferably: 10 minutes early).

		• Seek prior information and approval from the manager for late login/early logout and to conduct mobilization during working hours. • Ensure the branch remains open during working hours. • Ensure the branch is never left unattended; do not allow strangers inside the branch. • Display only authorized classroom posters/wall displays inside the branch. Religious or political posters/wall displays are strictly prohibited. • Utilize branch assets (tables, chairs, laptops, and internet dongles, etc.) only for FEA purposes • Ensure cleanliness of branch assets at all times. • Not have any celebrations inside the branch and its premises. Note: Staying at the branch after working hours should be strictly avoided.
5	Professional Conduct at the workplace	• Addressing FEA managers with their names only. No Sir and Ma'am. • Treat everyone with dignity and respect irrespective of caste,gender, age, etc. • Use FEA premises for FEA curriculum activities ONLY. • Seek information/ clarity from reliable sources. Avoid indulging in unproductive talks. • Be adaptable, flexible, receptive to the feedback from all sources. • Ensure timely communication and requests. • Be friendly but professional with students and staff, use polite tone and language, and exhibiting kindness and humility. • Maintain personal hygiene and dress appropriately.
6	Community Awareness/ Outreach	• Maintaining the enrolment and active students' data • Ensure 100% capacity utilization through on-field student mobilization • Keep student retention under control through in-person counseling at a branch, home visits, phone counseling, etc. • Utilize 15 minutes of counselling time after every session. Call and counsel absent students and update the call log. • Be ready to go for mobilization individually. • Build relationship with village Sarpanch/ Pradhan.

7	Admin Work	• Request for the branch material; stationery and non-stationery items on time and before deadline. • Utilization of admin time only for assigned tasks. • Read and respond to all emails within 24-48 working hours. • Completion of the assigned administrative tasks during the admin time ONLY (i.e., attending team meetings, calling absentees, updating phone logs, etc.). • Request branch materials, including stationery and non-stationery items, on time and before the branch stock is over.
8	CCTV at our branches	• CCTV at the branch is mainly used to ensure safety, accountability, and timely support from the Territory Manager. It is not meant to create fear or make employees feel that they are always being watched. • Employees should maintain the same level of professionalism, discipline, honesty, and responsibility whether the camera is present or not. • CCTV can also help employees by providing clarity in unexpected situations, resolving misunderstandings, and ensuring fairness. Ultimately, CCTV is a support system—the real measure of professionalism is doing the right thing consistently, even when no one is watching.
9	Non- Negotiable	https://docs.google.com/document/d/1fRMEEuBahZMsJjym2GTy2gUff8KI5KqA/edit?usp=sharing&oid=102489343322281913376&rtpof=true&sd=true