



The success of our Institute depends on the effectiveness and efficiency of its internal structure and processes. This 'institutional perspective' encompasses a comprehensive approach to ensuring that an organization operates smoothly and achieves its objectives. NIPS School of Hotel Management is functioning under the Society named 'Numero-Uno Institute of Professional Studies'. The Institute has a well-defined Organizational hierarchical structure, which makes participatory administration easier. Through the participation of stakeholders in Committee/Departments at different levels, it aids in maintaining institutional capacity and educational efficacy.

The Top Management develops goals and plans to achieve them along with overseeing daily operations. Policies were framed by the top level management to serve as a road map for operational decision making. It is helpful in stressing the rules, principles and values of the Institute. Policies are designed, by taking opinions and general views of a number of people in the institute regarding any situation. Clear, concise, and equitable policies form the bedrock of our institute. These policies act as the guiding framework for decision-making, resource allocation, and service delivery. They serve as a roadmap, ensuring transparency, accountability, and fairness in all operations. The policies are well drafted and communicated to all the employees and staff.

Quality Policy of the Institute: We are committed to imparting quality education in the field of Hotel and Hospitality courses to create empowered socially responsible youth to unfold their true potential and face the changing needs of the society by adopting continuous improvement in academic and administrative functions.





Internal Quality Assurance Cell (IQAC) Members:

- Dr. Vivek Pathak
- Mrs. Arunima Sen Pathak
- Mr. Joseph Uttam Gomes
- Mr. Ranabir Ray
- Mr. Pradyut Saha (IQAC Coordinator)

Role of IQAC Coordinator

The role of the coordinator of the IQAC is crucial in ensuring the effective functioning of all the members. The coordinator of the IQAC may be a senior person with expertise in quality aspects. She/he may be a full-time functionary or, to start with, she/he may be a senior academic /administrator entrusted with the IQAC as an additional responsibility.

The following are the roles and responsibilities carried by coordinator IQAC:

- To coordinate the dissemination of information on various quality parameters of Institute's Academics and Students related activities.
- To coordinate the documentation of the various programmes / activities leading to quality improvement.
- To coordinate the quality-related activities of the institution.
- To coordinate the timely and efficient execution of the decisions of IQAC committee.

Every element of institute life is coordinated and supervised by the IQAC, which is led by the Principal Director. The IQAC also regularly evaluates quality by establishing standards across the board and ensuring that it is maintained and improved.

The IQAC Members also form the **College Development Cell**, the Institute's main planning body and is in charge of overseeing the institution's development activities. The cell develops strategies and plans to carry out the choices to make the institute best among the breed. They also guide on the issues related to expanding and developing infrastructure.

The Principal Director oversees the institute's academic and administrative operations regularly with assistance from the Deputy Director. The workload distribution and management of





departmental operations, including staff and student concerns, are under the duties of the heads of departments. The college operates via a number of committees and departments to ensure the seamless operation of all academic and extracurricular activities.

The directors take part in tasks that include creating teaching and administrative positions (Manpower Planning), deciding on their number, eligibility, and pay as per the university and industry standards. The **Human Resource Department** is responsible to search candidates and screen according to their education, industrial exposure and experience level. Screened candidates are called for the in- person interview. On the basis of the interview rounds, trade test (if required) and mock class session lecturers are selected. All the selected candidates are sent Offer Letters and issued Appointment Letters on joining. Performance review and gap analysis feedback is given to all the employees by the top management. The management ensures efficient allocation of financial and human resources to ensure maximum effectiveness.

The **Examination and Academic Cell** is responsible to oversee all academic issues and upkeep university instruction, notices, learning, assessment process and outcomes of the semester examinations and academic record maintenance.

The **Accounts Department** is one of the other crucial committees. It reviews the Institute's annual accounts and financial projections and provides them to the management for approval. It also suggests the management approve the yearly budget and updated projections.

The institute's co-curricular and extracurricular activities are handled by the **Sports and Cultural committee**. All of the internship and placement related activities are supported by the **Placement Cell**. Every complaint that is brought to the attention of the **Grievance Redressal Cell** which is led by the Principal Director, is addressed, and if required, appropriate action is taken.





Objectives of Strategic Plan/ Perspective Plan

Institute's IQAC has set the following objectives to be achieved through this strategic/ perspective plan in a span of next five years.

1. All activities to be **process driven and** not individual driven so as to ensure quality in all process of the institute.
2. To create an environment of holistic development of students and staff.
3. To engage students more in event oriented tasks where they will be learning things by actually doing (**Learning by Doing**).
4. To bring a culture of motivational learning where students will be eager to learn by implementing fun and happy elements in every academic learning (**Learning is Fun**).
5. To ensure more participation and excellence in social, sports and cultural activities of students.
6. To make the institute as an **Institution of Choice** for the learners in hotel and hospitality management sector having its tagline as **Gateway to Global Career**.
7. To build up and ensure employability skills in every student for their success in job interview and career development.

The present Strategic Plan/Perspective Plan principally based on:-

1. Vision and Mission Statement of the institute.
2. Quality Policy of the Institute.
3. Objectives of the Institute's management.
4. SWAC analysis done by the IQAC.
5. Feedback from the parents, alumni and students.

Strategic Plan/ Perspective Plan by IQAC as follows:



Parameters

Plan

Academics and Curricular aspects

- Academic Calendar
- Adherence to the University syllabus and guidelines.
- Feedback on curriculum from teachers, students, parents.
- Action to be taken on feedback analysis.
- Regular workshop for the students on innovative topics on hotel and hospitality.
- Introduction of Craft courses or short term courses for underprivileged section.
- Training / Motivational sessions with Industry experts and alumni.

Teaching, Learning and Evaluation Process

- Preparation and Submission of Lesson plan as per the routine and syllabus.
- Learning objectives and outcomes to be clearly mentioned in the class.
- Modern teaching aids to be followed.
- Review of teaching process.
- Presentation sessions by students (individual and group) on given topics.
- Strict adherence to University Continuous Assessment and Practical Lab Assessment process.
- Adherence to Examination rules.
- Attention to health, hygiene and safety of all students present in the campus.
- Redressal of grievances with due care and judgement without delay.

Governance and leadership

- Transparency in each working level.
- Participative decision making process.
- Digitization of various working process of the Institute.
- Functional committee, duties and responsibilities review and feedback.
- Participation in career fairs and awareness building sessions at schools.
- Administration to be process driven.
- Appointment of faculty, guest faculty and other staff as per industry standard.

Collaborations

- With industry for internships, visits



	<p>training, Expert speakers</p> <ul style="list-style-type: none"> ➤ With industry for placements ➤ With industry for career guidance.
Student Support and progression	<ul style="list-style-type: none"> ➤ Mentoring to every student. ➤ Hand holding at all levels. ➤ Encouraging talent and motivating new talents ➤ Student centric activities in friendly atmosphere. ➤ Interactive and Mock sessions.
Grievance Redressal Mechanism	<ul style="list-style-type: none"> ➤ Strict adherence to Anti-ragging and No sexual harassment policy. ➤ Zero-tolerance Policy ➤ Efforts to have no grievances or minimal one. ➤ Robust timely redressal of grievance, if any, by participative method.
Infrastructure and Learning resources	<ul style="list-style-type: none"> ➤ Clean and air-conditioned classrooms. ➤ ICT enabled classrooms. ➤ CCTV cameras and monitoring. ➤ Well-equipped and up to date practical Laboratories. ➤ All instruments to be in working condition. ➤ Periodic check of all facilities. ➤ Inventory audit. ➤ Annual Maintenance Contract for gas, plumbing, air-conditioning machines. ➤ Clean and green lawn maintenance. ➤ Ensuring security of all assets.
Human Resource Development	<ul style="list-style-type: none"> ➤ FDP and MDPs for teaching staff development ➤ Capacity building training programs for associate staff.
	<ul style="list-style-type: none"> ➤ Alumni Meet





Alumni Engagement

- Alumni Meet
- Regular alumni interaction for career guidance, placement support.

Institutional Values

- Maintain positive, collaborative and healthy work environment.
- Website to exhibit all policies of the Institute.
- Programs to promote ethics, values, integrity, honesty among students and staff.
- Equal opportunity for all.

