



Service Quality Policy

Anodiam

August - 2023




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N-1/25 Patuli, Kolkata 700094



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Approval & Review:

Version: 23.08.0

Creation Date: 23-August-2023

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Approval Date:

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Purpose:

This document outlines the service quality policy guidelines at Anodiam.




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Scope:

This document covers all deliverables and services of Anodiam.




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Policy Document:

- A. Study Material Creation:** Teachers are required to provide all our students with soft copies of study materials or modules containing class notes, mnemonics, bullet points, diagrams, practice tests, sample answers and important notes etc. through our Edtech App, for every subject, topic or chapter that they teach. These need to be of the highest quality academic standards and add value to the learnings of our students. Therefore, all study materials **strictly require to be exclusively approved by both academic and admin authorities before distribution.** Assistance, support, guidance and quality control feedback from the academic team may prove to be of help in delivering quality consistently.
- B. Mock Tests:** Teachers are required to perform periodic progress assessments of students by setting up question papers, conducting tests, correcting answer papers and providing constructive feedback. The frequency, periodicity and dates of such tests may be decided and directed to the teachers by the academic authorities.
- C. Guardian-Teacher Meetings:** Teachers at Anodiam will need to conduct regular meetings with the responsible guardians of your students and provide them with analytic information about the behavior, performance, prospect and other relevant information about respective students.
- D. Feedback-Based Quality:** As a quality-focused organization, we collect regular feedback ratings from all stakeholders. This includes ratings about teachers from students, guardians, colleagues and other stakeholders. In case of any feedback below the expected quality standard, our human resources team will get in touch with the required stakeholders for immediate mitigation. In the case of consecutive such below-expected feedback, the teacher's contract may be terminated.





Roles & Responsibilities:

The above policies are mandated for all educational service providing stakeholders of Anodiam.



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Terms & Definitions:



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