uCertify-101

Company Profile

uCertify was founded in 2004. It is a leading developer of online courseware for IT, CIS, Nursing exams. uCertify products provide a complete coverage of exam objectives with lessons, realistic simulations, virtual labs, practice tests and other value added features to help students excel in exams. The company has offices in the San Francisco Bay area (USA) and India (Allahabad & Noida) with a team of experienced course designers, application developers and sales executives.

uCertify partners with leading publishers like Pearson, Wiley and McGraw-Hill, leading universities like WGU and University of Phoenix and leading IT organizations like CompTIA and Microsoft.

Our Mission

We are building the world’s best learning company. We wow our customers with our service, platform & titles

Our Culture

- Everything we do is to benefit our customers
- Go for highest quality, don't settle for less - ever
- We treat everyone as we would want to be treated ourselves
- We keep our word

Behavior – Guidelines

1. Treat people right
2. Do the right thing
3. Communicate with your team
4. Encourage initiative and innovation
5. Inspire greatness in others
6. Be responsible for team's performance
7. Identify areas for improvement
8. Build the clock
9. Protect the culture
10. Promote healthy and ethical competition

Responsibilities

Manager & Team Lead Responsibilities

- Be responsible for quarter goals
- Be responsible for weekly goals (based on quarterly goals)
- Be responsible for quality, review and feedback
- Be responsible for employee week reviews
- Be responsible for training and mentoring
- Be responsible for motivation and stability

Employee Responsibilities

- Be responsible for your Training & Development
- Be responsible for your Quality & Self review (testing)
- Be responsible for your ETA & Weekly goals
- Mentor others and help them grow

Code of conduct - DO’s

- Respect intellectual property rights.
- Keep your system on standby/hibernate mode or shutdown mode.
- Ensure that you put off all the lights and fans when you leave.
- Maintain silence in uCertify work area.
- Keep your mobile phones in vibration mode.
- Inform immediately to Network Administrator if you are facing any problem in using hardware(s).
- Be polite and respectful with office staff.

Code of conduct - DON’Ts

- Do NOT disclose company's confidential information
- Do NOT pass any comment that can hurt any employee.
- Do NOT threaten anybody.
- Do NOT open any prohibited site or social networking site for personal use in office.
- Do NOT listen and play songs on your laptop while working.
- Do NOT use any kind of abusive language or harsh tone with uCertify employees or with office staff.

Code of Conduct - Your Responsibilities

1. You are responsible for becoming familiar with and following the legal, professional, and ethical standards that apply to your job and level of responsibility.
2. Protect uCertify and the values we stand for. If you are aware of any compliance violation or business conduct and integrity problem, or if you suspect one, you must report it right away.
3. uCertify does not favor retaliation against any of its employees who report a possible violation of our code of conduct.
4. Any uCertify employee that does not follow uCertify's code of conduct may get disciplinary warning, including loss of his job
5. If you have a question or concern, contact to uCertify Manager or HR Manager/Office Head.

Office Timings

	Day Shift A	Day Shift B	Night Shift
Timing	7:50 AM - 5:00 PM	8:50 AM - 6:00 PM	7:00 PM - 3:00 AM
Lunch (Team)	1:20 PM - 1:50 PM		
Lunch (Trainee)	1:40 PM - 2:10 PM		
Tea Break	10:15 AM - 10:30 AM 4:00 PM - 4:15 PM		
Dinner	9:30 PM - 10 PM		

Drugs & Alcohol Policy

- No toleration for drugs and alcohol
- DO NOT smoke in office
- DO NOT chew paan, paan masala, tobacco in office.

Leaves & Vacations

- Number of sick leaves-7 days in a year
- Number of casual leaves-12 days in a year
- ANY LEAVE during Training is strongly discouraged
- Holidays in between the leaves will also be considered as leave.
- Cash can be substituted for the 12 casual per year, Sick leave will be carried forward.
- Punctuality allowance will be provided if there are no leaves or late for a month
- **Eligibility for sick and casual leave - after completing 12 months of service**

Sick Leave

1. No more than one-day sick leave is allowed in a month
2. Sick leaves for more than 1 day should be accompanied by a medical certificate, if medical certificate is not provided, an additional 0.5 day sick leave will be added for each day of sick leave
3. Sick leaves above 7 in a year are to be considered as CASUAL leaves, and after 12 casual leave, it will be considered a non--paid leave

Casual Leave

1. Provide 3 days advance notice for 1 day leave & 1 week advance notice is required for 2 or more days leave
2. If an employee fails to provide advance notice as described above, an additional 0.25 day casual leave will be added for each day of casual leave

Process for leave application

1. STEP 1: Employee must take approval from manager before his/her shift AND
2. STEP 2: Employee must fill the leave form using the following link:
   http://www.jigyaasa.net/author/contributors_forum.php?func=leave&action=form

Late Coming

1. Inform your manager through email and copy hr@ucertify.com
2. Complete your working hours and your work of that day within 24 hours.

Holiday

Total 14 Holidays will be in the year. 12 are same for everybody and 2 can be chosen from the other holidays

Handling Assets & Intellectual Property

- uCertify property and resources must be used only to conduct uCertify business
- Respect intellectual property rights, both uCertify's and that of others.
  - Do NOT bring any copyrighted material to the company's network.
  - Do not take/copy copyrighted material to create your content.
  - Do NOT copy or send any intellectual property by any means without written authorization
- Do NOT use company's Internet for downloading such material or any software.

Handling Assets & Intellectual Property

- Do NOT connect any any storage device to the Laptop/computers in office.
- Do NOT plug-in or remove any hardware from its place without permission.
- Do NOT open, personal Gmail account, youtube, torrent, Facebook, online shopping sites, music stores, and other social networking sites.
- Don’t install utorrent in your personal or official laptops if you are using it in uCertify premises.

Dress code & ID card

- Always look professional.
- Do NOT wear slippers in office.
- Always wear your ID-card in office.

Employee Referral Program

- Recommend your friends and family and get rewarded under our Employee Referral Program.
- If one of your referrals completes his/her 6 months (including training) tenure in uCertify, you'll get a referral bonus of Rs 1500!!
- For more information you can talk to our HR-recruitment team.

Policy for security money refund

- Complete 19 months of service without any leave or break.
- After 19 months of completion and compensating the number of leaves, an employee can apply for refund of security deposit.
- It will take 4-6 weeks to follow process for refund.
- Security will not be refunded if employee is terminated or resigned before 19 months of joining excluding the leaves in that year, if any.

Measuring Performance

1. **Weekly Goals-** In uCertify, every employee and every manager should know what he or she needs to accomplish which is mentioned in the 2 week plans
2. **Project Executions**- Meet QUALITY & ETA - without fail, keep Project Plan up to date, Be responsible for product quality.
3. **4 Week Performance Reviews** - Every 4 weeks self-review is done by every employee. Also the manager does the employee review on the basis of the weekly goals accomplished. The 4 week Performance Review provides monthly written review of individual performance. The goal is to quickly identify the gaps and provide early and relevant feedbacks to the concerned employee for further improvements.
4. **Annual Performance Review** - Employees' accomplishments for the year are reviewed using the employee's 4-week performance reviews. Yearly promotions and salary increments are based on the Annual Performance review.

PIP- Performance Improvement plan

Any candidate can be sent under performance review (scanner) depending on his/her current production or behavior. Performance review period can be of 2 to 4 weeks depending upon the gravity of the situation. No leave or late request will be entertained for the candidate during the Performance Review period.

Exit

- 45 days’ notice period (without any leave).
- Finish all assigned jobs.
- Submit back all company materials (including but not limited to accounts, passwords, books, CDs, etc.) and get no objection certificate.
- Pay the training fee (currently Rs 12500) if mandatory period is not completed (15 months excluding the training period). In addition the candidate will also lose the security deposit of Rs. 12500.
- Appear in Exit interview.
- Clear Loan, Dues, etc.
- Apply for Experience/Leave certificate, and Security refund if any
- It will take 8-12 weeks to process the no dues, experience letter, relieving letter, balance salary and other formalities.

Termination

If an employee

- is absent without any information for seven days, he is liable to be terminated.
- has violated intellectual property rights.
- has misconducted with any uCertify employee or violated the code of conduct
- Is not competent
- Is harming uCertify in anyway

Termination or non compliance of exit policies

If the employee is terminated or if the exit policies are not followed, the employee will not be entitled to

- Salary
- Security deposit
- Experience letter

In addition the employee will be reported as terminated.

Thank you