

Concept Note

Capacity Building Programme for Training Administrative staff

Background

The Malaviya Mission Teacher Training Programme, initiated by the Ministry of Education, is a significant step towards implementing the National Education Policy (NEP) 2020. While this mission primarily focuses on enhancing faculty capabilities, there is a critical need to train administrative staff in the processes and procedures used in Central Funded Institutions (CFIs), Universities, and Colleges. A robust understanding of these procedures will not only enhance the efficiency of administrative operations but also improve student satisfaction and facilitate the effective implementation of government guidelines. "For an education system to function smoothly, the efficiency of administrative operations is just as important as the knowledge imparted in classrooms."

Introduction

The National Education Policy (NEP) 2020 emphasizes the importance of capacity building for administrative staff in Higher Education Institutions (HEIs) as part of its broader goals for transforming the education system in India. Following are the relevant points concerning the training of administrative staff:

- i. **Professional Development:** NEP 2020 highlights the need for continuous professional development of all educational personnel, including administrative staff. This is aimed at enhancing their skills and competencies to effectively support educational objectives.
- ii. **Training and Workshops:** The policy encourages the organization of regular training programs, workshops, and seminars to update administrative staff on the latest trends, technologies, and best practices in education administration.
- iii. **Leadership Skills:** NEP 2020 stresses the importance of developing leadership skills among administrative staff to foster better management and governance in HEIs.
- iv. **Role in Educational Transformation:** It recognizes the critical role of administrative staff in implementing educational reforms and supporting faculty and students, thereby contributing to the overall educational ecosystem.
- v. **Collaboration and Networking:** The policy promotes collaboration among institutions for sharing resources, best practices, and experiences, which can enhance the capacity-building efforts for administrative staff.

- vi. **Focus on Digital Skills:** With the increasing emphasis on technology in education, NEP 2020 advocates for training in digital tools and platforms to improve administrative efficiency.

These points reflect the NEP's commitment to strengthening the administrative framework in higher education, ensuring that administrative staff are well-equipped to support the goals of quality education and institutional effectiveness.

Capacity Building Program for Training Administrative staff

This programme is designed to equip administrative staff with essential skills and knowledge related to General Financial Rules (GFR), recruitment procedures, legal matters, government funding, and academic regulations etc. The goal is to ensure that administrative teams are well-versed in processes that impact both institutional governance and student services. Here are some key components and objectives of such a program:

Objectives:

- i. Develop skills in effective administration, management, and leadership to support educational processes.
- ii. Equip administrative staff with the knowledge to better assist faculty in enhancing teaching quality and student engagement.
- iii. Foster best practices in administrative procedures to improve operational efficiency and resource management within HEIs.
- iv. Train staff on the use of digital tools and platforms that facilitate administration, data management, and communication.
- v. Improve interpersonal and communication skills for better collaboration among faculty, students, and other stakeholders.
- vi. Educate staff on institutional policies, compliance requirements, and governance structures to ensure effective policy implementation.
- vii. Create a culture of continuous learning and professional growth among administrative staff.
- viii. Encourage networking opportunities to share best practices and challenges among administrative professionals in different institutions.
- ix. Establish processes for gathering feedback from faculty and students to continuously improve administrative support services.
- x. Assess the effectiveness of administrative support on teaching quality and overall institutional performance.

Expected Outputs & Outcomes:

- i. **Improved Administrative Efficiency:** Enhanced processes and workflows, leading to increased efficiency in managing academic and administrative tasks.

- ii. **Strengthened Support for Faculty:** Administrative staff better equipped to assist faculty, contributing to improved teaching quality and student outcomes.
- iii. **Enhanced Communication and Collaboration:** Improved relationships and communication between administrative staff, faculty, and students, fostering a collaborative educational environment.
- iv. **Increased Staff Confidence and Morale:** Greater confidence among administrative staff in their roles, leading to higher job satisfaction and motivation.
- v. **Adoption of Best Practices:** Implementation of effective administrative practices and innovative solutions across HEIs.
- vi. **Data-Driven Decision Making:** Enhanced ability to use data for informed decision-making, leading to better resource allocation and institutional planning.
- vii. **Ongoing Professional Development Culture:** Establishment of a culture that values continuous professional growth and learning among administrative personnel.
- viii. **Positive Impact on Institutional Performance:** Overall improvement in the effectiveness of HEIs, reflected in enhanced academic performance and student satisfaction.

Host Institutions/ Implementing agency

Initially, IIT Madras has been identified for conducting **Capacity Building Program for training administrative staff** based their proposal to conduct this program.

Other eminent Institutions may also be identified for conducting this Capacity Building Program, if required, subject to approval of PAB.

Implementation Framework for Capacity Building Programs for Training Administrative staff

A host institutes can exercise autonomy in assigning facilitators, setting syllabi, and developing pedagogical approaches in accordance with the following standardised programme modalities:

- i. **Participants** -Administrative staff employed at CFI's/Universities/ Colleges
- ii. **Target Audience** - Administrative staff preferably with 3 - 5 years of experience
- iii. **Batch size** - 100 participants per batch
- iv. **No. of programs** - Minimum 9 in a year
- v. **Mode of delivery & duration** - 5 days (online)
- vi. **Modules** - Host institutions will have full autonomy to design curriculum and pedagogy of the programme relevance to theme.
- vii. **Assessment and certificate of participation** - The host institution shall assess the learning outcomes of the participants. Upon successful completion of the programme, Host Institution shall award a certificate of completion under the

aegis of Malaviya Mission Teacher Training Programme (MMTTP). Assessment is primarily to see effectiveness of the delivery and feedback to the participants.

- viii. **Feedback Mechanism** - Participants are required to fill in the feedback form after each programme.

Financial Norms

S. No	Component	Unit Cost*	Physical (2 years)		Financial (2 years)	Number of Institutions	Host Institution
			No. of training program	No. of beneficiaries/faculty to be trained	(Amount in Rs.)		
1	Capacity Building Program for Training Administrative staff						
	Training of Administrative Staff (employed at CFTI's/Universities/Colleges)	4,00,000	16	1600	64,00,000	1	IIT Madras

* cost includes all expenses and taxes, if any

Impact

The Capacity Building Programme for Training Administrative Staff of Higher Education Institutions (HEIs) under the Malaviya Mission Teacher Training Programme significantly enhances the operational effectiveness of institutions by improving administrative efficiency, fostering better support for faculty and students, and promoting professional development among staff. As a result, it leads to streamlined processes, improved communication and collaboration, and data-driven decision-making, ultimately contributing to higher teaching quality and student engagement. This program not only aligns administrative efforts with institutional goals but also strengthens the overall educational ecosystem, enhancing the reputation and sustainability of HEIs in India.