

BACT internal Policy and Orientation

1. Job tasks of each staff should be signed by him\ her
2. All staff are able to suggest new tasks to be added.
3. daily progress of posts: how many post a day and what subject
4. The POST rules:

MAIN POINT: Name a reference to use it as source of info for your posts (such as a book)

3.1 the subject of the posts can be any of the following:

- 3.1.1 knowledge can be about city or geographic or fruits ...etc
- 3.1.2 commercial
- 3.1.3 success stories: such as: cake of graduation, certificate, and some trainees thanking bact, party of graduation, staff birthday, gathering with staff or trainees
- 3.1.4 information about the field of the course such as: grammar of English, or educational info... or IELTS tips etc.
- 3.1.5 ask questions (for professional only) the question should be attractive
- 3.1.6 upload your CV to ... the link of CV of teachers
- 3.1.7 upload your course as Trainer
- 3.1.8 sign up as school or HR
- 3.1.9. discount is limited by time or seats (after management approval for discount)
- 3.1.10. welcome on board of the staff
- 3.1.11. name a nice book to read (this post need written approval from management)

3.2 The post should contain the following:

- 3.2.1 Picture related to the subject
- 3.2.2 write the subject
- 3.2.3 contact details even if it is in the main page
- 3.2.4 the contact details are: WhatsApp is must and phone and link to register (the link should be related to the subject)
- 3.2.5 Tags

3.3. the tag should be changed from week to week except the main tags such as #dubai #UAE #bacttraining ..etc.

3.4 The Golden Rule: the subject of the post can not be anything related directly or not directly to any of the following subjects whatsoever also we can not like or comment in anything related to these subjects:

- 1) political issue (such as relationship between country or poetry writer or any political word that might hold more than 1 meaning)
- 2) religion (such as statement of person who in involved in anything related to religion ...etc.)
- 3) Sex
- 4) official logo of governmental authority
- 5) any mentioning to name of private company or private entity

3.5. Regularly change the type of the post from video to picture and picture to

pictures

3.6. ad post (commercial) can be only after every 4 info and knowledge post only

3.7. design the post with love to get most like and comments... posting is not duty only, it is your bath to the public who might love your way or ...!!!

3.8. All posts that made with no quality of video and\ or picture will be removed and the person who post will be responsible further according to rules and regulations and maybe have a ban from posting his/ her phone number and email in future posts

3.9. the check list of the weekly post should be as below

name	saturday	sunday	monday	tuesday	wednesday	thursday	friday
google +							
FB							

and :

next week info post are:

next week ad post are:

5. like others and comment on their pictures to bring their attention to you
6. choose the right time for discount.
7. add the staff himself BIO to the www
8. update the courses info
9. name a book that you can write and do
10. collect data of everything in excel sheets to be minimum as below:

NO	name in arabic	name in e	contact	email	notes with date of note	notes with date of note
1						
2						
3						

11. the data should include the below sheet as minimum:

12. Data saving and collection:

- save the data on excel with FBC code for consultation and FB for training
- all people who we contact should be added to the excel FB as above
- the same should be mentioned in the mobile

13.

- FB which means the potential trainees who might train with us and \ or who contacted us asking for info of training and add column with the date with update info about to keep following up

- CH which means the potential institute who might train with us and \ or who contacted us asking for info of training and add column with the date with update info about to keep following up

- COMP which means the competitor who work in the same field and add column with the date with update info about to keep following up the prices as below:

NO	name of COMP	Name of course	contact	price on date	price on date	price on date	

13. BO which means the book that you create \ write \ assemble \ use for any course you do or prepare ..etc.

- HO means company in medical such as hospitals or clinic or doctors.
- ME means the meetup or events we do in or out of BACT premises

14. Please note that the above book should be saved in folder in your computer named BACT books BO and in it folder named with the reference number such as 1BO and in it the book named 1BOV1 and V1 means version 1 and whenever you update it save the updated version as the following: 1BOV2 ...1BOV3 etc.

15. send your data First THING you do in every last working day of every week with the check list as **weekly report**

16. every business card you get, must be given to secretary.

17. all computer should have locked screen in 5 minutes

18. no commercial ad in any post.

19. things done when it is done

you need to understand the deference between follow up and done

for example: Ibrahim call the client to pay invoice and the client says to him: I will come

for example: Lobna call a client to offer him \ her course and the client says: let me discuss with my husband

20. **Internal communication:**

- use the official WhatsApp or email direct to the person in charges
- the reply should be made within 24 working hour
- Refer the issue to manager or managing director in the issue is critical or if the 24 hour pass with no respond
- avoid visiting each other for the purpose of work and waste time .. use email or WhatsApp to avoid misunderstanding
- use reference Number always for your correspondences
- it is not allowed to call any bact staff during their vacation, if the issue is critical then refer it to your team leader who can handle such decision.
- If you send email or whatsapp and you got no reply, it doesn't mean that your work is done even if you refer the issue to manager... you still have that task and you need to follow up until it's done.
- All internal communication will be made in English language only.

21. **External Communication:**

18.1 maximum of 24 working hours is the time to reply to email

18.2 maximum 12 working hour is the time to reply to WhatsApp

18.3 If bact team has no answer to answer then:

a. inform him\ her: that we will refer the issue to senior person and will get back to you soon

b. Soon means 2-3 working days

c. refer the issue to Mr. Majdi or Mr. Ameer by writing email and WhatsApp

18.4 if bact team call anyone and his phone is off or no answer or foggy reply such as: I will check or I will let you know ...etc then: you need to send in writing email or WhatsApp

18.5 If you send email or WhatsApp and you got no reply, it doesn't mean that your work is done even if you refer the issue to manager... you still have that task and you need to follow up until it's done.

18.5 no external email without signature and disclaimer

18.6 social media reply:

18.6.1 if someone reply to social media asking questions about our products and the person is interested to get info, we don't ask his/ her number over a public social media and we don't prefer to ask him to publish his number publicly so other competitors will be able to see his/ her number, so we write something like:

Our team will contact you shortly

or

thanks for contacting us, we will get back to you

and we write in private or direct way to avoid publishing the phone number.

18.6.2 Do not like or comments on poll whoever post it (we or others) the poll is designed to activate the social media; not to you to provide your opinion or support some opinion.

22. every trainer need to make the place of training ready 15 minutes prior to the training session

23. Sick leave: governmental or approved medical center \ hospital must provide you with a sick leave report that explain time and date to cover a sick leave

24. Annual vacation application to be made in January for any leave from June to December and in July for any leave from January to May.

25. the vacation request should be submitted by email to your head and then to admin and then to manager.

26. if the task \ tasks that assigned to any bact team was \ were not accomplished on due date, a fine of half day salary will be deducted for first time, and fine of 1 day salary for the second time and 2 days salary for the third time. If the staff repeat that then he will work 10 days with 50% of his salary during the 10 days. and all mentioned in this article doesn't waive the right to claim compensation.

27. every team leader will be meeting his team minimum once every month for maximum of 1 hour.

28. The language of the team meeting is English, and no other language whatsoever

29. Meet up and conference:

- every qualified person should be able to create meetup.
- It is great chance during a Meetup to collect picture and complete video of all Meetup
- The complete video is to enable the person in charge to view it later and cut the attractive and / or exciting moments
- person in charge will take care to do the check list: To make sure that professional camera is there and all necessary equipment for the Meetup ...etc.

30. Communication guide and common questions:

- This is the responsibility of Media officer to update it them
- any common questions can be published in the website only after management approval.

31. English courses rules:

28.1 the period of the course is: 25 hours \ course

28.2 the mentioned 25 hour will be active in system for only 60 days maximum

32. Printing and E-Archive policy: from 4-11-2018

Dear All,

Please note that anyone who needs print hard copy of whatsoever, to put that in USB and deliver it to front office to be printed on **next day**.

on other hand the learner files will have only the application and receipt and invoice printed + copy of certificate receipt if any
all other learner documents will be scanned to the E-Archive will be available to all of you as cloud folder

the front office can print the invoice and applications and payment receipts ONLY

Mr. Awais will teach you how to use it and provide access to the concerned persons.

if you have questions about assessment or pre-assessment, please note that all will be available on our website, Mr. Awais will provide you a link of that

We ALL care about environment.

33. The weekly report main guidelines:

- a- First THING you do in every last working day of every week with the check list as **weekly report**
- b- All contacts to be added to it according to the FB list, or FBC...etc...
- c- All clients, learners to be added according to the their file code, such as CL, TM, or CO, or TCL...etc
- d- All above clients update to be added to the excel as comments and keep that updated " and;
- e- make sure that the update is including the date of the update.

Admin:

- 1. staff MOL renewal
- 2. staff passport renewal
- 3. staff visa renewal
- 4. DED license renewal
- 5. ambulance renewal
- 6. KHDA renewal
- 7. ICDL renewal
- 8. DHA renewal
- 9. RAKICC renewal
- 10. trademark renewal
- 11. staff files
- 12. staff salary and absent deduction
- 13. staff vacation and leave and attendance
- 14. sick leave application
- 15. follow up attendance, salary reduction accordingly
- 16. make sure that break is taken on time.

Media officer tasks:

- Make us transparent to public (provide the information about us to public
- Observe the events related to our activities in the concerned areas
- Get the available information from market and use it, and discuss it with concerned team
- communicate with the service providers such us (courstakers.com and amazon and coupon.com ...etc)
- update Q&A on web
- maintain proper data (excel include all sheets) include the updates
- organize contacts in iPhone and excel according to the reference number of each
- observe the public media regarding what is the new information and new news in the local and international markets
- observe the largest number of likes on posts to know what people like and update accordingly
- feeling about us: optimistic, hopes, better, ...etc.
- understand the best time to post and contact people by phone
- update the tags and hastages
- create interesting content for social media
- maintain a bank of pictures (organized according to reference number as per as excel sheet)
- update web content
- watch COM and analysis their attitude
- observe the event that related to education specially that made by KHDA
- submit weekly report include all data update and
- and include posts schedule per day on ALL SOCIAL MEDIA TOOLS such as linkedin and twitter and insta ... etc.
- decide about # (the hashtags)
- maintain hard desk to store soft copy with all events and videos and photos (the said will be archived according to ME references)
- provide the key words to IT for the purpose of SEO and follow up with IT to make sure it is done
- activate our commitment to post for others, such as agreement with Ajman university to post on our social media to promote our agreement with them
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Penalty rules:

I understand the following policy:

- 1. Any assigned task by the management and not doing it on the requested time will cause immediate termination of my job if repeated 3 times**
- 2. All communication will be written and uploaded to the task system of bact**
- 3. I undertake that I cannot claim that I have been informed verbally or request anything verbally ...etc. , only writing on (WhatsApp and emails and task system of bact) can be considered.**

Reception:

- pay utility on every 20 monthly
- submit tax
- pay KHDA
- scan and archive soft and hard copy
- soft copy to be in shared folder with admin
- create proposal and send payment receipt to all those who paid online such as paytabes or PayPal ..etc.
- weekly report from the gmail account to the gmail account to include the below:
- make data entry of all business card of training and consultation and add to the weekly report
- send weekly reminder to all client with pending payment
- keep hard copy of all proposal as alternative
-

the below are according to her email about her task:

1. Update statement
2. Send invoice
3. Make invoice
4. Answer phone call
5. Check emails and reply
6. Record outgoing calls (staff)
7. Update data record (CV, HR)
8. Scan, Copy and Print documents
9. Pay for the utility bill
10. Register all staff to meetup

IT:

1. **update website daily**
 2. backup all computer on 20 of every month
 3. create the events and keep them updated with pictures
 4. Apple ID for all staff
 5. SEO according to the request of Media officer
 6. maintain all online tools safe and secured
 7. set up emails for all staff
 8. maintain all software and hardware of all staff working properly
 9. maintain the internal network
 10. maintain shared folder of the staff of training
 11. maintain shared folder of the staff of consultation
 12. change passwords of 2 time a year
 13. control the internal network for the usage of printer and scanner
 14. maintain printers of ID and paper and scanner to work properly
 15. update the website according to the ME in 24 hour of the ME starts.
 16. keep records of every transitions happened on the website in EXCEL
 17. make sure monthly that reception is providing payment receipt to those who paid online via (paytabes, or any other online way such as PayPal ...etc.)
- backup on every 20 monthly to all computers