



आचार्य मनिष र. जोशी  
सचिव

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सत्यमेव जयते



विश्वविद्यालय अनुदान आयोग  
**University Grants Commission**  
(शिक्षा मंत्रालय, भारत सरकार)  
(Ministry of Education, Govt. of India)

**F.No. 5-1/2024(MMTTPGuideline)**

**27<sup>th</sup> December 2024/6 पौष, 1946**

आदरणीय महोदया/महोदय,

As you are aware, the National Education Policy (NEP) 2020 emphasizes the importance of capacity building for administrative staff in Higher Education as part of its broader goals for transforming the education system in India. “For an education system to function smoothly, the efficiency of administrative operations is just as important as the knowledge imparted in classrooms.”

In this regard, the Ministry of Education has conceptualised a Capacity-Building Programme for the administrative staff of Higher Education by using the services of any of the IITs, under the aegis of the Malaviya Mission Teacher Training Programme (MMTTP). This programme is designed to enhance the professional expertise of the administrative staff while also equipping them with essential soft skills to manage their personal and professional lives better.

The Indian Institute of Technology Madras (IITM), Chennai, is starting the Capacity Building Programme for administrative staff of Higher Education. The first program commences on 10<sup>th</sup> February 2025. The detailed concept note of the programme and programme details by IIT Madras are attached for reference.

In view of the above, Higher Education Institutions are requested to disseminate the information among the administrative staff under their purview to make full use of this opportunity to enhance their knowledge and expertise in the processes and procedures used in Central Funded Institutions (CFIs), Universities, and Colleges.

Your support in ensuring maximum participation will contribute significantly in strengthening the overall educational ecosystem.

सादर ,

**Encl: As above**

To,  
The Vice-Chancellors of all Universities  
The Principals of all Colleges  
The Programme Directors of 116 MMTTCs

भवदीय,  
  
(मनिष जोशी)

## 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	<b>Capacity Building Program for Training Administrative staff</b>						
	<b>Training of Administrative Staff</b> (employed at CFTI's/Universities/Colleges)	4,00,000	16	1600	64,00,000	1	<b>IIT Madras</b>

\* 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.

## Capacity Building for Administrative Staff

### Introduction

IIT Madras is announcing the online Capacity Building Program for Administrative Staff from across government institutions. The initiative is designed to enhance the professional expertise of the administrative staff while also equipping them with essential soft skills to manage their personal and professional lives better. The program is conceptualized under the aegis of the *Malaviya Mission Teacher Training Programme* and executed by the Indian Institute of Technology, Madras.

The aim of the initiative is to enhance the overall capacity of the administrative staff of government institutions by offering greater insight into the mechanisms in the various administrative roles, and fostering greater awareness regarding the rules and regulations. Through targeted sessions, participants will develop skills to boost productivity, while also engaging in personal development topics that directly enhance their professional effectiveness. Additionally, the program will provide valuable insights into career advancement and future growth opportunities, making it a comprehensive platform for holistic development.

### Program Details:

- It will be a 5-day online **Capacity Building** Program for administrative staff from various government institutions.
- **Background & Scope** – The program will include modules tailored to address the diverse needs of administrative staff in government institutions. These include (i) an in-depth exploration of administrative mechanisms and operational frameworks to enhance role-specific expertise, (ii) training on rules, regulations, and productivity enhancement strategies for improved workplace efficiency, and (iii) sessions on personal development, career growth, and future opportunities, fostering a holistic approach to professional and personal advancement.
- Total number of participants will be **100 per batch**, and a total of **9 batches** will be provided with these training sessions.
- **Time slots:**  
Forenoon Sessions: 2 sessions between 10:00 am – 12:30 pm  
Afternoon Sessions: 2 sessions between 2:00 pm – 4:30 pm
- **Rationale for choosing the topics-** The selected areas address critical aspects of administrative excellence by bridging knowledge gaps in operational mechanisms and regulatory frameworks, ensuring staff are well-equipped to meet institutional demands. Emphasis on productivity and personal development fosters a balanced approach to enhancing efficiency and individual growth. Together, these focus areas align with the evolving needs of modern governance, enabling sustained professional impact.
- The program will be offered in 9 batches, each batch lasting for a duration of 5 days. The first batch is tentatively scheduled to begin on Feb 10, 2025 and the last batch on October 6, 2025.
- Kindly register for the program through the Malaviya Mission portal (<https://mmc.ugc.ac.in/>).

**CAPACITY BUILDING PROGRAM CALENDAR:**

<b>Batch #</b>	<b>Name of the training program</b>	<b>Dates</b>	<b>Number of Participants</b>
1	Capacity Building for Administrative staff by Malaviya Mission	Feb 10, 2025 – Feb 14, 2025	100
2	Capacity Building for Administrative staff by Malaviya Mission	Mar 3, 2025 – Mar 7, 2025	100
3	Capacity Building for Administrative staff by Malaviya Mission	April 21, 2025 – Apr 25, 2025	100
4	Capacity Building for Administrative staff by Malaviya Mission	May 5, 2025 – May 9, 2025	100
5	Capacity Building for Administrative staff by Malaviya Mission	June 9, 2025 – June 13, 2025	100
6	Capacity Building for Administrative staff by Malaviya Mission	July 7, 2025 – July 11, 2025	100
7	Capacity Building for Administrative staff by Malaviya Mission	Aug 4, 2025 – Aug 8, 2025	100
8	Capacity Building for Administrative staff by Malaviya Mission	Sept 8, 2025 – Sept 12, 2025	100
9	Capacity Building for Administrative staff by Malaviya Mission	Oct 6, 2025 – Oct 10, 2025	100

### Schedule for the training program

DAY	TIME	TOPIC
<b>Day 1</b>		
	10:00 am - 11:00 am	Your Role in the Institution: Your importance & the role you play Duties and responsibilities The difference you make
	11:00 am - 12:30 pm	Using technology to increase your output
	2:00 pm - 3:30 pm	Workplace etiquettes: Professional & welcoming behaviour Work place ethics
	3:30 pm - 4:30 pm	Work-life balance
<b>Day 2</b>		
	10:00 am - 11:30 am	Finance & Accounts: ( GFR, GST, Govt Funding, Accounts)
	11:30 am - 12:30 pm	Organization Skills
	2:00 pm - 3:30 pm	POSH Training & Gender sensitization
	3:30 pm - 4:30 pm	Stress Management
<b>Day 3</b>		
	10:00 am - 11:00 am	Estate Rules & Housing
	11:00 am - 12:30 pm	Academic Matters (Ordinances, Senate)
	2:00 pm - 3:30 pm	Communication Skills
	3:30 pm - 4:30 pm	Personal finance management
<b>Day 4</b>		
	10:00 am - 11:30 am	Roster in recruitment
	11:30 am - 12:30 pm	Legal matters & RTI
	2:00 pm - 3:00 pm	Career Growth & Job Satisfaction
	3:00 pm - 4:30 pm	Work place Conflict Management
<b>Day 5</b>		
	10:00 am - 11:30 am	Vigilance awareness (CAG, CIC, CVC role on administration)
	11:30 am - 12:30 pm	Conduct Rules & Disciplinary Committee
	2:00 pm - 3:00 pm	Wellness Initiatives
	3:00 pm - 4:30 pm	Decision making skills