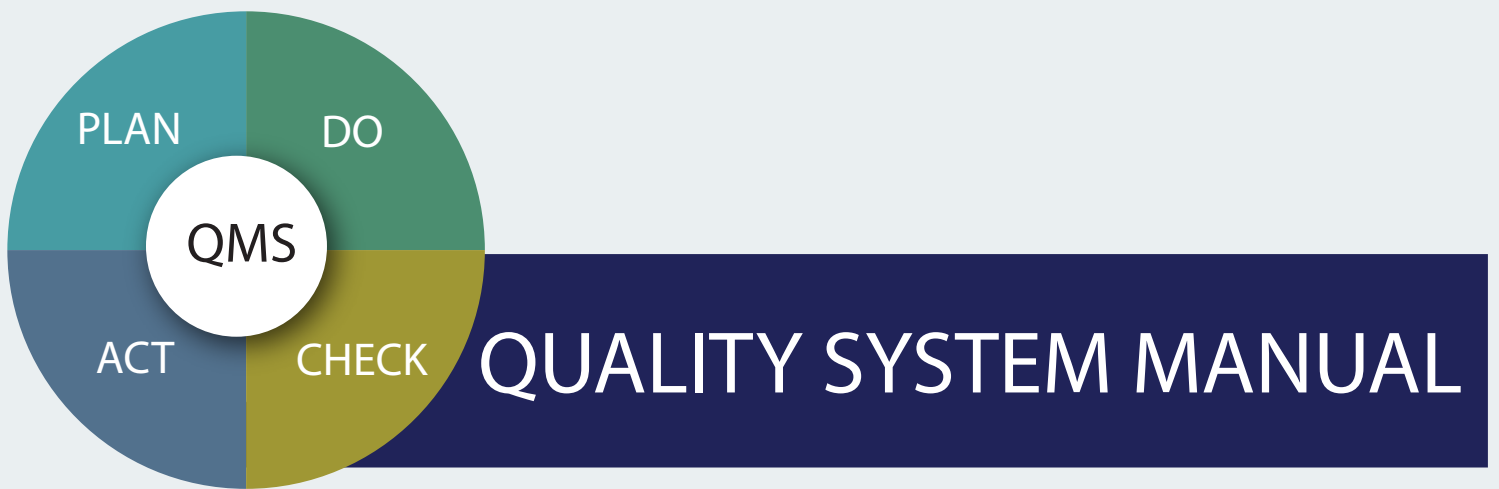


NISH

We are here because, we care



NATIONAL INSTITUTE OF SPEECH & HEARING

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(An autonomous organisation under the Social Justice Department, Government of Kerala)

Contents

Abbreviations and Acronyms	9
1. INTRODUCTION	14
2. PURPOSE OF THIS MANUAL	15
3. VISION	16
4. MISSION	16
5. GOAL	17
6. SCOPE	17
7. QUALITY POLICY	18
8. QUALITY OBJECTIVES	19
9. SERVICES OFFERED AT NISH	19
9.1 Academics	20
9.1.1. Degree (HI)	21
9.1.2. Higher Education Foundation Program (HEFP)	21
9.1.3. NISH Innovations Model - Training for the Inclusive Educator (NIM - TIE)	22
9.1.4 Diploma in Indian Sign Language & Interpretation (DISLI)	23
9.1.5 Audiology & Speech Language Pathology (ASLP)	23
9.1.6. Diploma in Early Childhood Special Education (HI) -(DECSE (HI))	24
9.2 Clinical Programs - Audiology and Speech Language Pathology	24
9.2.1 Clinical programs - Audiology	24
9.2.2 Clinical Programs - Speech Language Pathology	26
9.3 Early Intervention Program (EIP)	28
9.3.1 Parent Infant Program (PIP)	28
9.3.2 Preschool	29
9.3.3 Dual Language Program	29
9.3.4 Extension Services	29
9.4 Neurodevelopmental Sciences (NDS)	30

9.4.1 Clinical services for Autism Spectrum Disorders	31
9.4.2 Pediatric Neurogenic Speech and Swallowing Clinic (P-NSS)	34
9.4.3 Global Developmental Delay (GDD) Clinic	34
9.4.4 Language and Literacy Enhancement and Research Net – Lab (LLEaRN-Lab)	35
9.4.5 Clinical services for Developmental language disorders	36
9.5 Allied Services	36
9.5.1 Psychology	37
9.5.2 Physiotherapy	37
9.5.3 Occupational Therapy	38
9.5.4 Medical, ENT Evaluations, Nursing Services	40
9.6.Social Work	40
9.7. Physical Education	41
10. SUPPORT SERVICES	42
10.1. New Initiatives	42
10.1.1. NISH Interactive Disability Awareness Seminar (NIDAS)	42
10.1.2. NISH Innovations Model – Inspiring Stories (NIM-IS)	43
10.1.3. Volunteering, Internship, Observership	43
10.1.4. Sensitization on disability	43
10.1.5. Observership	43
10.1.6. Training of Trainers (ToT)	43
10.1.7. In-Service Training (IST)	43
10.2. Technologies and Facilities Used By the Faculty for Effective Teaching and Therapy	44
10.3. Feedback	45
10.4. Rehabilitation	46
10.5. Orientation to research	46
10.6. Availability of funding for research / training/ resources	47
10.7. Financial Assistance (From State Government, Central Government and other National Agencies)	48

10.8. Outreach programs	49
10.8.1 ADIP Scheme	50
10.8.2 Indian Sign Language classes for public	50
10.9 Research and Project Consultancy Center (RPCC)	50
10.10. Centre for Communication and Media Development (CCMD)	51
11. FINANCE AND ADMINISTRATION	52
11.1 Finance and Accounts	52
11.2 Human Resources (HR) Management	53
11.2.1 Human Resource planning	53
11.2.2 Documentation	56
11.3. Procurement and General Office Administration	56
11.3.1 Supplier evaluation	57
11.3.2 Purchase Orders	57
11.3.3 Goods Receipt Checks	57
11.3.4 Inputs and Outputs	57
11.3.5 Implementation	58
11.3.6 Measurements and Monitoring	60
11.3.7 Records and Formats	60
11.4 Outsourced Process	60
11.4.1 Selection of Outsourced Service Providers	60
11.4.2 Controlling Outsourced Services	61
11.5. Infrastructure Upkeep and Maintenance	61
11.6 Academic Programmes	61
11.6.1. Process	61
11.6.2. Admissions	62
11.6.4. Explicit policy & Strategy	62
12. INFRASTRUCTURE & LEARNING RESOURCES	63
12.1. Campus	63

12.2. Library as a Learning Resource	64
12.3. IT Infrastructure	66
12.4. NISH Website and Social Media Management	67
12.5. Maintenance of buildings, classrooms and laboratories	67
12.6. Infrastructure facilities, services and equipment	67
13. CURRICULAR AND EXTRACURRICULAR ACTIVITIES AVAILABLE TO STUDENTS	67
13.1. Innovation and Entrepreneurship Development Cell (NISH-IEDC)	67
13.2. Training and Industry placement Cell	68
13.3 College Union	69
13.4 Sports Activities	70
13.5 Cultural Activities	71
14. OVERSIGHT COMMITTEES	72
14.1 Advisory Committees	72
14.1.1 Core Operations Group (COG)	72
14.1.2 International advisory board	72
14.2 Committees which are mandatory as per Supreme Court, UGC, KU, ISO guidelines	72
14.2.1 Internal Quality Assurance Cell (IQAC)	72
14.2.2 Academic Council	72
14.2.3 Anti-Ragging Committee	73
14.2.4 The Committee Against Sexual Harassment at NISH (CASH-NISH)	73
14.2.5 Alumni Association	73
14.2.6 College Union	74
14.2.7 Steering Committee for Quality Management System	74
14.2.8 Internal Auditors' Committee	74
14.2.9 Planning Board- UGC	74
14.2.10 NISH Students' Grievances Redressal Cell (NISH-SGRC)	74
14.2.11 RPwD Act Implementation at NISH	75
14.2.12. Accessibility Support Group (ASG)	75

14.3	Committees constituted for Faculty Improvement /Academic Development of students	75
14.3.1	Review Authority for Research (RAR)	76
14.3.2	Library Advisory Committee (LAC)	76
14.3.3	Knowledge Enhancement and Learning Program (KELP)	76
14.4.	Committees for Student Support	77
14.4.1	Bhoomitra Sena Club	77
14.4.2	Cultural Club	77
14.4.3	Gravity Club	78
14.4.4	Scholarship Committee	78
14.5	Committees constituted for outreach programs	78
14.5.1	Access Hub	78
14.5.2	Parent Support Group for Hearing Impairment	79
14.5.3	NIDAS -TEC	79
14.6	General Administration	79
14.6.1	Canteen Committee	79
14.6.2	Green Protocol Compliance Committee	79
14.6.3	Staff Bus Coordination Committee	80
14.6.4	Technical Committee	80
14.6.5	Construction Committee for civil works	80
15.	COMPLAINTS & GRIEVANCES	80
16.	GENERAL ADMINISTRATION	81
16.1.	Inputs and Outputs	81
16.2.	Methodology	82
16.2.1	Establishment	82
16.2.2	Interface with External Agencies	83
16.3	Accounts	83
16.4	Legal Matters	84
16.5	Records and Formats	84

17. MAINTENANCE	84
17.1 Introduction	84
17.2 Methodology	85
17.2.1 Preventive maintenance	85
17.2.2 Breakdown maintenance	85
17.2.3 Centralized maintenance	86
17.2.4 Records / Formats	87
18. ROLES AND RESPONSIBILITIES	87
18.1 Administration	87
18.1.1 Executive Director	87
18.1.2 Finance Officer	90
18.1.3. Accounts Assistant	91
18.1.4. Coordinator - Academics, Clinics & Intervention Programs	92
18.1.5 Administrative officer	93
18.1.6 Administrative Assistant	94
18.1.7 In-charge - HR	95
18.2 Academics (KUHS)	96
18.2.1. The Principal	96
18.2.2. HoD of ASLP	97
18.2.3. Academic coordinator (ASLP)	99
18.2.4. Academic Class coordinator (ASLP)	100
18.2.5. Faculty - Teaching Staff (ASLP)	102
18.2.6 Clinical coordinator	103
18.3. Academics (DHI)	104
18.3.1. HoD Degree HI	104
18.3.2. Program coordinator (DHI)	107
18.3.3. Class coordinator (DHI)	108
18.3.4. Faculty (DHI)	110

18.3.5. Lab in Charge	111
18.3.6. Lab Assistant	112
18.3.7. ISL interpreter	112
18.4. Dept. of Neurodevelopmental Sciences	113
18.4.1. HoD Neurodevelopmental Sciences	113
18.4.2. Faculty - Teaching Staff (NDS)	114
18.4.3. Clinical Unit In-charge (NDS)	114
18.5 Allied Department	115
18.5.1. HoD – Psychology & Allied Department	115
18.5.2. Chief and Clinical Psychologists	116
18.5.3 Physiotherapist	117
18.5.4 Occupational Therapist	117
18.5.5. Nurse	118
18.6. Social Work	119
18.6.1. Social Worker Grade1	119
18.6.2. Social Worker Grade2	120
18.7. Information Technology	121
18.7.1. System Administrator	121
18.7.2. Technical Assistant	122
18.8. Early Intervention Program	123
18.8.1 HoD - EIP	123
18.8.2 Head of Program Sections	124
18.8.3. Preschool Teacher	125
18.8.4. Course coordinator-DECSE(HI)	126
18.8.5. Teaching Faculty-DECSE(HI)	126
18.9. Library & Information Services	127
18.9.1. Librarian	127
18.9.2. Assistant Librarian	128

18.9.3. Library Assistant	129
18.10. New Initiatives	130
18.10.1. Head, New Initiatives	130
18.11. Centre for Communication and Media Development (CCMD)	131
18.11.1. Coordinator, Communications & Awareness creation wing:	131
18.11.2. Coordinator, Digital Media & Graphics development wing/ Sr Graphic Artist:	133
18.11.4. Graphic Artist	134
18.11.5. Coordinator, Academics and News Wing (ISL)	134
18.12. Physical Education	134
18.12.1. Physical Education Instructor	135
19. GENERAL PROCEDURES	135
19.1 Fire Safety	135
19.2 Waste Management	136
19.3 Outsourcing Services	137
19.4 Quality assurance program/ parameters	137
19.5 Control of nonconforming Product / Service	137
19.6 Risk and Opportunities	137
19.6.1 Continual improvement	137
19.6.2 Risk Analysis	137
19.6.3 Analyzing opportunities	138
19.7 Monitoring and Measurement	138
19.7.1 Customer satisfaction	138
19.7.2 Internal Audit	138
19.7.3 Analysis of data	139
19.7.4 Common Records Generated	139
20. PROJECTS	140
20.1. Centre for Assistive Technology and Innovation (CATI)	140
20.1.1. Strategic Roadmap: Four Functional Areas	140

20.1.2. Roles and responsibilities	141
20.2. Structured and Timely Empowerment Program for Parents of Persons with Disability (STEPP)	142
20.3. Innovation by Youth with Disabilities – I-YwD	143
20.3.1. Roles and Responsibilities	144

Abbreviations and Acronyms

AAC - Augmentative and Alternative Communication

ACT - Awareness Creation and Training

ADIP Scheme - Scheme of Assistance to Disabled Persons for Purchase/Fitting of Aids/Appliances

ADHD - Attention Deficit Hyperactivity Disorder

AG - Auditor General

AMC - Annual Maintenance Contract

AO - Administrative Officer

AOT - Auditory Oral Program

ARC - Anti-Ragging Committee

ASD - Autism Spectrum Disorder

ASLP - Audiology and Speech Language Pathology

AT - Assistive Technology

ATC - Assistive Technology Center

ATP - Assistive Technology Program

AVT - Auditory Verbal Program

AYJNISHD - Ali Yavar Jung National Institute for Speech and Hearing Disabilities

AYJNIHH - Ali Yavar Jung National Institute for Hearing Handicapped

BASLP - Bachelor of Audiology & Speech Language Pathology

B. Com - Bachelor of Commerce

BFA - Bachelor of Fine Arts

BMC - Bhoomitra Clubs

BoS - Board of Studies

B. Sc (Computer) - Bachelor of Computer Science

CALP - Computer Assisted Learning Program

CASH-NISH - Committee Against Sexual Harassment at NISH

CATI - Centre for Assistive Technology and Innovation

CBCS - Choice Based Credit System

COG - Core Operations Group

CP - Cerebral Palsy

CR&DM - Catalysing R&D and Manufacturing of AT products

DACE - Degree Admission Competency Exam

DECSE - Diploma in Early Childhood Special Education

DHH - Deaf and Hard of Hearing

DHI - Degree HI

DISLI - Diploma in Indian Sign Language & Interpretation

ECG++ - Ethics and Excellence Committee

ED - Executive Director

EID - Early Intervention Division

EIP - Early Intervention Program

ENT - Ears, Nose, and Throat

EPF - Employees' Provident Funds

ESI - Employees' State Insurance

FAST - Family Assisted Social and Sensory Skill Training program

FO - Financial Officer

GPCC - Green Protocol Compliance Committee

HEFP - Higher Education Foundation Program

HI - Hearing Impaired

HoD - Head of Department

IA - Internal Assessment

IAB - International Advisory Board

ISL - Indian Sign Language

ISO - International Organization for Standardization

IST - In Service Training

IT - Information Technology

IQAC - Internal Quality Assurance Cell

KBWWB - Kerala Building and other construction Workers' Welfare Board

KELP - Knowledge Enhancement and Learning Program

KSITM - Kerala State IT Mission

LAC - Library Advisory Committee

LD - Learning Disability

LOP - Loss of Pay

MOM - Minutes of Meeting

MOOC - Massive Open Online Course

MOODLE - Modular Object-Oriented Dynamic Learning Environment

MSc Aud - Master of Science in Audiology

MSc SLP - Master of Science in Speech Language Pathology

NDS - Neuro-Developmental Sciences

NIDAS - NISH Interactive Disability Awareness Seminar

NGO - Non-Governmental Organization

NIM-IS - NISH Innovations Model – Inspiring Stories

NIM-TIE - NISH Innovations Model - Training for the Inclusive Educator

NISH-SGRC - NISH Students' Grievances Redressal Cell

NRI - Non-Resident Indian

OPAC - Online Public Access Catalogue

PACT - Picture Assisted Communication Training

PAP - Portal and Platform (for Assistive Technology)

PC - Purchase Committee

PG - Post Graduate

PH - Physical Handicap

PIP - Parent Infant Program

PO - Purchase Order

PwD - Persons with Disability

QS - Quality System

RAR - Review Authority for Research

RCI - Rehabilitation Council of India

RTI Act - Right To Information Act

SC/ST/OEC - Scheduled Castes, Scheduled Tribes and Other Eligible Communities

SEA - Social Enhancement Action group

SID - State Initiative for Disabilities

SLI - Specific Language Impairment

SPSS - Statistical Package for the Social Sciences

STAR - School transition program for Autism and Related Disorders

TA - Travel Allowance

TC - Technical Committee

TC, CC - Transfer Certificate, Conduct Certificate

TDS - Tax Deduction at Source

TEC - Technical Evaluation Committee

ToT - Training of Trainers

UG - Undergraduate

UGC - University Grants Commission

Quality System Manual of NISH

Ver 1.3

1. INTRODUCTION

National Institute of Speech & Hearing (NISH) was set up as a society by the Government of Kerala as per GO (Ms) No. 7/ 97/SWD dated 11 March, 1997. Started with the primary aim of rehabilitating the deaf and hard of hearing persons in the State, NISH has made significant progress in implementing various programs for their benefit. The Institute has the necessary infrastructure and has been functioning at the campus at Akkulam since July 2007.

Since its inception, necessary funds to establish NISH and commence its operations have been provided by the Government of Kerala through provisions in the annual budget allocated under the Social Justice Department as recommended by the Planning Board. The allocation of funds was based on a plan proposal submitted each year by the Executive Director as approved by the Project Board. The funds utilization was carried out under the guidance of the Governing Council and Project Board. The accounts are audited annually by appointed Chartered Accountants and further audited by the Accountant General, Kerala.

The management of NISH is committed to establishing, documenting, implementing and continually enhancing the quality management system in accordance with the ISO 9001-2015 requirements. The management ensures the perpetual improvement and effectiveness of the quality management system by:

- a) Communicating to the faculty and employees of the organisation the importance of meeting the needs of the students and clients as well as meeting applicable regulatory requisites.
- b) Establishing a quality policy and quality objectives.
- c) Ensuring that quality objectives are met and the quality policy is adhered to.
- d) Conducting management reviews.
- e) Making certain the availability of resources.

NISH is an institute with a very clear Vision, Mission, Motto and social and general objectives. The major philosophy which guides NISH forward is based on the immediate and accurate identification of the needs of the ever changing competitive world, helping the learners and clients meet the exigencies and preparing students who are competent for such a tomorrow.

2. PURPOSE OF THIS MANUAL

The main aim of this Quality System Manual is:

1. To describe the Institution's quality management system, one that conforms with the requirements of the ISO 9001: 2015 standards.
2. To demonstrate the proficiency of NISH in offering services that meet the expectations of the recipients and at the same time fulfill the statutory and regulatory requirements.
3. To have a documented quality manual to refer to and act upon while offering services so as to amplify the level of satisfaction experienced by the recipients.
4. To monitor and make certain that the system is being implemented, that the organisation is consistently aiming towards the continual improvement of this system that conforms with the applicable statutory and regulatory requirements.

This Quality Management System of NISH aims to meet all the requisites of the ISO 9001-2015, with the exception of Clause No. 8.3, Design and Development. The justification for omitting clause 8.3 from the Quality System Manual is that no designing and modification takes place at NISH. This exclusion will in no way affect the organisation's ability to provide quality services to its customers (students, parents and clients).

The quality system management team includes the Executive Director, ISO Team Leader, Director (CATI), Coordinator for Academic and Interventions Program (AIP), Head of Department (HoD) of Degree HI (DHI), HoD Audiology and Speech Language Pathology (ASLP), HoD Early Intervention Program (EIP), HoD Allied Services, Finance Officer and Administrative Officer and few other staff who represent various processes at NISH. (Refer to Appendix A, which shows the organogram which represents how NISH is structured and how the positions in the organisation are related to each other). The Quality System Manual is authorized by the Executive Director and any changes to the manual is properly documented and approved by him.

The Executive Director has appointed Mrs. Shirly. G – Head of New Initiatives of the institute - as the ISO team leader. Mr. Shaji, the Systems Administrator is appointed as the Deputy ISO Team Leader to assist Mrs. Shirly in discharging her responsibilities as the leader.

The following are the responsibilities of the ISO Team Leader:

- a) Ensure that a quality system is developed for the organisation, and is adhered to by all employees in the various departments.

- b) Establish, implement and maintain a process that would ensure the quality management system is effectively put into practice.
- c) Ensure that knowledge and awareness of customer requirements are promoted throughout the organization.
- d) Maintain liaison with external parties on matters relating to quality management systems.
- e) Facilitate management review meetings.
- f) Plan and organize internal audits.
- g) Report to the management how sufficiently the quality system is performing and the need for any improvements or modifications in the existing system.

3. VISION

“An institution of excellence in education, research, and service, with an inclusive environment for people of all abilities to achieve their full potential.”

The range of services will be

- Higher Education
- Preparation of professionals
- Research
- Policy formulation for services and rehabilitation
- Early Intervention Program
- Clinical Services

4. MISSION

NISH has set as its mission to:

- Provide the best inclusive and integrated educational environment for PwD and people of all abilities offering them access to higher education, to enable them to have successful and fulfilling lives.

- Create and prepare a pool of world-class professionals in select liberal arts, science and technology, and in disability studies and services - researchers, practitioners, educators, rehabilitators.
- Carry out cutting-edge research in disabilities: in prevention, screening and detection, early intervention, assistive technologies, education, rehabilitation, and integration into society.
- Provide prevention, screening and detection, plan and execute extension and outreach programs and key intervention models in disability services on and off campus.

5. GOAL

NISH's goal and purpose have always been to serve Persons with Disability (PWD). The primary focus to date has been children and adults with speech and hearing impairments; to provide services that would capacitate and equip them to lead independent, meaningful, productive lives and simultaneously enable them to be integrated into mainstream society.

NISH addresses five fundamental and cardinal areas:

- Detection & Intervention
- Education & Training
- Capacity Building & Research
- Outreach & Awareness
- Rehabilitation & Integration,

and thereby works towards attaining the goal.

6. SCOPE

Rehabilitation and integration of people with disabilities into mainstream society by providing need based multidisciplinary habilitation and rehabilitation services including early intervention and

university level courses, preparation of quality professionals, and research in the field of disability and rehabilitation.

7. QUALITY POLICY

“Commitment to excellence and leadership in higher education, clinical facilities and research through continual review, improvement and innovation”.

NISH believes that quality of work depends not on rules, regulations, codes and manuals but rather on one’s willingness to learn and to change. Quality of work depends not on external factors and conditions but on inner strengths and awareness.

It is the responsibility of the quality management team to prepare, implement and monitor the quality policy.

The quality management team ensures that the quality policy:-

- a) Is suitable and appropriate for the vision of NISH, that the policy includes a commitment to comply with the requirements of the quality management system and works at continually improving the effectiveness of the system
- c) Provides a framework for establishing and reviewing quality objectives
- d) Is communicated with clarity by displaying the policy in all the key areas within the organisation and is understood by the students, parents, clients and everyone else at the institute
- e) Is reviewed once yearly and updated when necessary

The team shall endeavor to:

- Treat all clients with empathy and dignity
- Respond to all inquiries with answers in a courteous manner
- Ensure safety of clients, students, staff and other stakeholders
- Always provide guidance & services that are ethically appropriate
- Comply with all relevant regulatory and statutory requirements

- Maintain professional competence through continual development and training
- Ensure excellence in programs for education, research and client care are maintained
- Promote innovation and adopt new and appropriate cost-effective processes/ technology
- Make sure that appropriate state-of-the-art therapeutic and infrastructural facilities are offered
- Ensure all associates are aware of the vision, mission and quality policy of the institution
- Ensure all associates know accreditation standards and are committed to implement them.

8. QUALITY OBJECTIVES

Institutional and departmental quality objectives are formulated for every year. The Heads of the Departments are responsible for determining the objectives for the organization. These objectives are communicated to all employees by displaying them in key areas of the institute and random personal interviews are conducted by the management to evaluate the extent to which they have been understood. If found necessary, awareness programs on the established quality objectives are conducted. Newly recruited staff and faculty members are trained so that they are well aware of the quality objectives of the institute. Quality objectives of the organization are also communicated to the students, parents and other beneficiaries by the Management.

9. SERVICES OFFERED AT NISH

NISH provides numerous wide-ranging services, interventions and programs. Among them are audiological evaluations, speech therapy, psychological evaluations, early intervention for hearing impaired infants, undergraduate and postgraduate programs to empower and capacitate professionals in rehabilitation, undergraduate programs for the Deaf, clinical sessions for those in the Autism Spectrum Disorder (ASD), and various skill development programs for children with ASD. NISH is committed to enriching the lives of the individuals it serves by providing quality professional services and technology, by promoting community awareness and accessibility, conducting research aimed at enhancing their lives, and providing support to these individuals, as well as their families, and the

professionals who work with them. Refer to Appendix B for the ISO process map that details the various processes at NISH.

9.1 Academics

NISH is a comprehensive and multipurpose institution that offers a wide variety of courses catering to the needs of different groups of students. There are courses for students who are Deaf & Hard of Hearing as well as professional training courses for students aspiring to serve the people with disability. Though the goals of these programs are manifold, the one underlying objective common to them all is to impart education of high quality so that they become equipped and competent in offering valuable services in their chosen fields.

The academic programs offered by NISH include:

- Degree (HI)
 - a. Bachelor of Computer Science (HI)
 - b. Bachelor of Fine Arts (HI)
 - c. Bachelor of Commerce (HI)
- Audiology & Speech Language Pathology (ASLP)
 - a. Bachelor of Audiology & Speech Language Pathology (BASLP)
 - b. Master of Science in Audiology (MSc Aud)
 - c. Master of Science in Speech Language Pathology (MSc SLP)
- Professional Diploma Programs
 - a. Diploma in Indian Sign Language & Interpretation (DISLI)
 - b. Diploma in Early Childhood Special Education-Hearing Impairment- (DECSE-HI)

9.1.1. Degree (HI)

NISH has been at the forefront of providing higher education facilities for the Deaf & Hard of Hearing (DHH). Undergraduate programs in Bachelor of Computer Science (B. Sc. Computer Science), Bachelor of Fine Arts (BFA), and Bachelor of Commerce (B. Com) are offered at NISH exclusively for students with hearing impairment. The pedagogy for teaching the hearing impaired is undergoing development and the employability of these graduates in professional fields continues to be explored.

The Degree (HI) courses at NISH are affiliated to the University of Kerala. The Board of Studies constituted by the University develops and restructures the curriculum as per the guidelines of statutory bodies. The curricula of the Degree (HI) courses and their implementation have been tailored carefully to suit the needs of deaf and hard of hearing (DHH) students and to foster and sustain their competency levels at par with students without disabilities. Since the degree programs for the hearing impaired are unique and unlike other degree courses, being the first of its kind in the University (since it was initiated by NISH), the faculty and management at NISH constantly provide feedback and guidance in the way the programs are to be structured and the curriculum is to be designed. Faculty members have contributed to curriculum design and development as requested by the University. The faculty communicates any feedback and suggestions to the Board of Studies and necessary modifications are made.

The BSc. Computer Science (HI) and BFA (HI) programs were started in 2008. Five batches of BSc. students and four batches of BFA graduated based on the originally designed syllabi. In 2013, these programs were subjected to a revision and the revised syllabi has the inclusion of an additional year called the Preparatory Year for all of the degree programs for the hearing impaired, intended to provide a good foundation in English and Mathematics, as well as to strengthen skills in Indian Sign Language. In the same year, 2013, an undergraduate course in Commerce (BCom (HI)) was also introduced thereby raising the number of degree programs offered to the Deaf and Hard of Hearing students from two to three. BSc and BCom program syllabi have yet again been revised and will be implemented from 2020-2021 academic year. The approval from University of Kerala for implementation of the BFA program is expected soon.

9.1.2. Higher Education Foundation Program (HEFP)

The Higher Education Foundation Program (HEFP) is a one year foundation program which started in July 2013 at NISH, prepares students who have successfully completed their higher secondary education to be active participants in the enhancement of their own learning, as well as in their development and achievement as Degree students. It is the aim of the foundation program to

strengthen their fundamentals thereby equipping and qualifying them for higher education. HEFP is a course that is not affiliated with Kerala University; it functions independently.

Teachers work closely with the students over a period of one year to train them in English, Mathematics and Indian Sign Language. With improved reading and writing skills in English, better comprehension of mathematical concepts and proficiency in Indian Sign Language (ISL), students become able to access written material and thus broaden their intellectual and social horizons in addition to becoming adept at interacting widely with people around the world at large. Simultaneously, the training they receive over the one year better prepares students for the Degree Admission Competency Exam (DACE) in which they must achieve a pass score for admission to the Degree program.

HEFP requires students to work in the classroom, computer labs as well as in the library, encourages independent as well as collaborative learning, includes intriguing language games and ingeniously designed learning engagements. A student centered approach is applied and technological devices such as tablet computers, mobile phones and interactive boards are utilised for effective delivery of content. The Degree (HI) teaching faculty at NISH plans and delivers lessons using new and innovative strategies as HEFP is a course that functions independently, and also because unlike the other academic programmes, this foundation year is not purely examination oriented; perhaps as a result of which students are often found to be more self-motivated and take responsibility for their own learning.

9.1.3. NISH Innovations Model - Training for the Inclusive Educator (NIM - TIE)

NISH recognises that it is the role and responsibility of a teacher to empathise with and understand the life journey of a Deaf student thus far, to be able to appropriately respond to their needs and make them capable of overcoming their barriers. NIM-TIE is a 15 week-long training program which aims to address the needs of teachers of the special population (with a focus on Deaf students and their education) and equip them with the requisite knowledge, skills and attributes to become efficient educators of students with disabilities.

The four overarching goals of the NISH Innovations Model – Training for the Inclusive Educator (NIM -TIE) are as follows:

- Sensitization of special educators to disability.
- Strengthening independent and critical thinking in educators of the special population.
- Development of requisite knowledge, skills and attributes to effectively deliver lessons to students with disability.

- Enabling teachers to acquire communication competence in Indian Sign Language.

NIM-TIE works towards achieving these objectives by offering the trainees a hands on, practicum-based program which requires the participants to independently and in collaboration with peers complete a number of tasks and assessments which are also learning opportunities. It has become a requirement that all new teaching staff recruited for the DHI program successfully complete NIM-TIE prior to entering the classroom as a full time teacher at NISH.

9.1.4 Diploma in Indian Sign Language & Interpretation (DISLI)

DISLI is a two year diploma level course recognized by the Rehabilitation Council of India(RCI). Its primary goal is to prepare skilled and qualified personnel who can contribute to the field of Deaf education and rehabilitation. The course facilitates the acquisition of expertise in interpreting Indian Sign Language in verbal languages and vice versa. The curriculum consists of theory and practical classes in Sign Language usage, cultural perspectives of the different approaches to Deaf education, and significant concepts and issues surrounding Sign Language interpretation. The candidates admitted to the course will be fostered to cultivate a refined communicative competence in Sign Language and an ability to interpret at a professional level. Advanced Sign Language skills, the discourse on the various perspectives of the language, rules of interpreting, the role and responsibilities of an interpreter, and the ethical considerations to be aware of as a Sign Language interpreter are some of the aspects covered in DISLI.

Consequently the ability to understand and assimilate these essential principles is a key determinant of successful completion of the course. The DISLI graduates will work as interpreters in schools, colleges and other institutes where the Deaf population study and work, and will interpret wherever interpreting services are required. This course will also benefit teachers of the Deaf in that their ameliorated skills in Sign Language will help them communicate effectively with their students. The total duration of the course is two years full time.

Upon completion of the course the candidates will be awarded a Diploma in Sign Language Interpretation on applying to the RCI, New Delhi.

9.1.5 Audiology & Speech Language Pathology (ASLP)

NISH realizes the necessity of trained professionals who are capable of addressing the needs of individuals with various communication and swallowing disorders. With this in mind, the institution initiated undergraduate and postgraduate programs in Audiology and Speech Language Pathology. The primary focus of these courses is to create professionals who can assess and intervene communication disorders when the need arises. NISH aims to provide quality training for undergraduate and postgraduate students of the ASLP courses by integrating clinical and theoretical practice into their academic curriculum. As the curriculums of these professional rehabilitation courses are approved under the Rehabilitation Council of India (RCI), which is the statutory body, it is

mandatory that they address the essential areas or issues affecting national development. The ASLP courses are affiliated to Kerala University of Health Sciences and RCI sets the minimum requirements for the academic delivery of the same. The members of the Board of Studies, constituted by the University, make suggestions to help ensure that the curriculum meets the requirements set by the statutory bodies.

9.1.6. Diploma in Early Childhood Special Education (HI) -(DECSE (HI))

The Diploma in Early Childhood Special Education is a one year diploma program introduced by the RCI for generating professionals in the area of early intervention of children with Hearing Impairment in the age range from birth to six years. The study tour to institutions similar to NISH situated in various parts of the country and the internship program offered at the end of the course for three months at the Early Intervention Department of NISH are significant aspects of DECSE. The course materials provided and the scheduled practical sessions offer an enriching experience for the learners. The students also participate in the various resource training programs conducted at NISH.

The curriculum for DECSE is developed by the RCI. Feedback from faculty is collected by the course coordinator who will share the same with the RCI at the time of curriculum revision. Based on the feedback obtained from the coordinators of various centres across the country, the curriculum committee formulated by RCI revises the curriculum once every five years.

The examination for the course is presently conducted by Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangan) (AYJNISHD), Mumbai and the RCI provides the Diploma certificate.

Although the total number of seats available each year for the DECSE is 25, The eligibility requirement to apply for DECSE is a minimum of 50% in the Higher Secondary / Plus Two examinations. Enrollment for the course is through an online examination conducted by RCI.

9.2 Clinical Programs - Audiology and Speech Language Pathology

9.2.1 Clinical programs - Audiology

NISH offers audiological evaluations, (re) habilitation services to a wide variety of population from pediatrics to geriatrics. The clinical units that function at NISH are listed below:

9.2.1.1 Hearing Screening Unit: The goal of the Hearing Screening Unit is to screen the hearing of neonates and infants, for early identification. The unit also caters to the hearing screening of other children with speech and language delays. Those who fail screening are referred for complete diagnostic audiological evaluation as early as possible.

9.2.1.2 Audiology Diagnostic Unit: Audiological diagnostic unit focuses on the evaluation of hearing using standard test equipment to determine the type and severity of the hearing loss, and counselling is carried out for a wide range of clients ranging from neonates to geriatrics.

The unit has the facility for doing comprehensive diagnostic evaluations using both subjective and objective test procedures.

9.2.1.3 Amplification Unit: Once the patient is identified with hearing loss (one that is medically or surgically incurable), the patient is referred for hearing aid trial and fitting. Hearing aid selection and fitting is based on objective and subjective measures. NISH is equipped with hearing aid analyzers and real ear measurement systems for objective evaluation of the hearing aid performance. Facilities for reprogramming in cases of programmable hearing aids and servicing of hearing aids are also available.

9.2.1.4 Ear mould Unit: This unit is involved in ear mould preparation utilizing specialized dedicated instruments and equipment. Soft as well as hard moulds of various styles including full concha, skeleton, tip, ear moulds are made according to the patient's audiological profile and as well as user needs.

9.2.1.5 Cochlear Implant Unit: The Cochlear Implant Unit focuses on improving the quality of life of children with bilateral severe-profound hearing loss by facilitating listening and communication. The unit works with children and adults who are considering cochlear implants (either under the Government funded scheme "Sruthitharangam" or self-assisted) and those who have already undergone implantation. The unit functions as a team which includes audiologists, speech-language pathologists, psychologists, auditory-verbal therapists, and an ENT surgeon. Patients who are considering cochlear implantation undergo pre-implant counselling and a complete evaluation on the child's auditory, speech and language skills to ensure that they meet the candidacy criteria. The other evaluations include medical and audiological testing, and psychological and cognitive evaluations as and when required. Children who underwent cochlear implantation are seen in the mapping unit for follow up post-implant counselling and mapping sessions. Children who undergo Auditory Verbal Therapy are assessed for auditory, speech and language skills on a 3 month interval basis and appropriate remedial strategies are recommended.

9.2.1.6 Aural (Re) habilitation unit:

- Paediatric Aural Habilitation unit (PHU): The unit functions to cater to the needs of children in the age range of 0 to 12 years with hearing loss, with an aim to support integration into mainstream society by improving auditory, speech language skills. Children who have been identified and diagnosed with a considerable degree of hearing loss from the Audiology Diagnostics are registered in PHU. After a detailed counselling they will be recommended to the Amplification Unit for hearing aid selection and fitting. These children will be further evaluated for their baseline auditory, speech & language skills through a test battery approach and based on which the mode of intervention is decided as auditory verbal, aural-oral or total communication. The unit also monitors the progress of all children enrolled by regular follow up assessments in the areas of auditory, speech and language and also helps in determining candidacy for cochlear implantation in children who have severe-profound sensorineural hearing loss.

- Adult Aural Rehabilitation Unit: This unit focuses on providing auditory rehabilitation for adults and elderly who are fitted with hearing aids and cochlear implants.

9.2.1.7 Vestibular Unit: The Vestibular Unit under the Department of ASLP is a dedicated unit providing diagnostic services to individuals with vertigo and related issues of balance and equilibrium. This unit is equipped with state of the art vestibular assessment equipment including Videonystagmography (VNG), rotational chair testing as well as electrophysiological evaluations. The client intake to the unit is through referral from the audiology diagnostic unit or ENT (within the institute or from other centers).

9.2.2 Clinical Programs - Speech Language Pathology

Under Speech Language Pathology at NISH, the following units function:

9.2.2.1 Speech Language Diagnostics

The functions of Speech and Language Diagnostics involve the diagnostic evaluation of speech and language disorders of both pediatric and adult populations using formal tests and informal assessments and counselling.

9.2.2.2 Speech Science Lab:

Speech science lab has been established with the aim of assessing the speech production skills such as articulation, voice and resonance of clients using dedicated softwares. Speech samples (phonation, words, sentences and/or spontaneous speech) fed into the softwares are analysed for its acoustic characteristics. Spectrographic analysis, analysis of oro nasal air flow and analysis of voice characteristics are carried out here. Software is also used to provide visual feedback during therapeutic intervention for clients with articulation, voice and fluency disorders.

9.2.2.3 Speech and Language Therapeutics

The Speech and Language Therapeutics department at NISH is a well-established unit that provides habilitative and rehabilitative treatments for adults and children with various speech, language, swallowing and communication disorders. The therapy services are provided through specialized intervention units for each speech and language disorder for children and adults.

- Fluency Unit: This is a special unit for stuttering and other fluency disorders such as cluttering and neurogenic stuttering. Fluency unit aims at uplifting the quality of life of children and adults by minimizing the impact of fluency disorders on various speaking situations, increasing self-confidence and developing self-monitoring skills. Unit provides assessment of fluency disorders as well as individual and group therapy programmes for children and adults.

- Unit for Acquired Neuro-communication Disorders (AND): AND unit focuses on the comprehensive assessment, multidisciplinary approach for rehabilitation, pre & post assessment counselling sessions and progressive evaluation of acquired neuro-communication disorders in children and adults. The clientele includes aphasia, acquired childhood aphasia, dysarthria, communication and cognitive impairment associated with traumatic brain injury (TBI) and/or road traffic accident (RTA), dementia and other degenerative disorders.
- Speech Sound Disorders Unit (SSD): SSD unit aims at remediating speech clarity concerns in children and adults and thereby improving their communication skills. Primary objectives of SSD unit are improving communication participation with maximum articulatory accuracy and improving the satisfaction with communication thus reducing the impact of the disorder in daily communication. The services offered in SSD unit includes assessment and intervention for children and adults with SSD and counselling of children, adults and their caretakers on the nature, type, etiology, characteristics and treatment options.
- Voice Care Unit (VOCA): This unit aims at the assessment and management of clients (children and adults) with voice disorders. The clientele reporting to the unit include clients with organic, neurogenic, psychogenic and functional voice disorders, professional voice users and clients with laryngectomy. Subjective (clinician and client based) assessment and objective assessment (using dedicated software) of their voice are carried out in the unit. Evidence based therapeutic approaches and techniques are used for the management of the clients reporting to the unit. The unit works in close unison with the department of Psychology to enable the clients to detect and manage their stress levels enabling in effective management of the voice disorder.
- Unit for Resonance Disorders (URD): The Unit for Resonance Disorders (URD) aims at the assessment and management of clients with resonance disorders. The clientele reporting to the unit includes clients with cleft lip and palate (CLP), velopharyngeal incompetence (post repair of CLP, enlarged pharyngeal cavity, tonsillectomy and/ or adenoidectomy), hearing loss, palatal paresis and velopharyngeal mislearning. Speech production skills of the clients are evaluated in terms of articulation skills, voice (subjective), resonance (subjective and objective nasalance) and speech intelligibility. Receptive language skills are also assessed using standardised evaluation tools. Evidence based therapeutic approaches and techniques are used for the management of the clients reporting to the unit.
- Augmentative and Alternative Communication (AAC) unit: This is a special unit to develop, support and enhance communication and language abilities in children and adults with various communication disorders through AAC. AAC is a set of tools and strategies that an individual uses to communicate when a natural form of speech is not available to them or available speech is of less use to them. It is used to either augment or alternate speech. AAC includes sophisticated devices and systems (sign language, communication boards, speech generating devices) as well as less sophisticated

means (pictures or objects used as symbols etc). The primary objectives of AAC Unit are:

- ❑ Developing communication and language skills in children with severe disabilities using assistive technologies.
- ❑ Support and enhance already existing communication skills in children with various disorders.
- ❑ Introducing literacy skills through AAC devices.

The AAC Unit collaborates with CATI mainly to explore and purchase various AAC devices/apps from the local market or import devices that are unavailable in India as per the need of the clients.

9.3 Early Intervention Program (EIP)

Early Intervention Program (EIP) for deaf and hard of hearing (DHH) children is the flagship program of the National Institute of Speech and Hearing (NISH), operating successfully since 1997, bringing relief to hundreds of families with deaf and hard of hearing children. The idea behind this program is to intervene as early as possible to minimize the negative effects of a disability. The scope of the program includes providing family-centered services to young deaf and hard of hearing children, with the primary goal to develop age-appropriate oral communication skills and literacy skills for successful integration into mainstream education.

The Early Intervention Program at NISH follows the philosophy of Evidence Informed Practice (EIP) which uses both scientific research outcomes and insights from practitioners/educators and clients to form the basis for decision making. Moving away from the strict definitions of Evidence Based Practice (EBP), EIP recognizes the importance of considering all levels of evidence for an intervention approach as the basis upon which to identify and evaluate the best possible intervention strategies. It encourages practitioners/educators to take a broad yet critical view of the available information in the light of their own experience and that of the clients ultimately allowing for a greater number of alternatives to be generated that might be used to inform the intervention approach.

The Early Intervention Program of the deaf and hard of hearing children at NISH comprises mainly two programs.

- i. Parent Infant Program (PIP)
- ii. Preschool Program

9.3.1 Parent Infant Program (PIP)

Deaf and hard of hearing children below 3 years and with no additional disabilities are eligible for admission in the Parent Infant Program (PIP). The children who are identified with hearing loss and fitted with any hearing device (Hearing aids, cochlear Implants, BAHA etc.) are enrolled in this program. The mode of intervention is decided based on the assessments done by a multidisciplinary team at NISH. If the child has difficulty in following the selected mode, it is permissible to change the mode of intervention. The parents will be given the choice of taking an informed decision based on the assessments, the child's ability and family background. It is important that the parent is fluent in the language chosen for intervention.

9.3.2 Preschool

Children enrolled in the PIP of NISH move to the Preschool program on achieving the necessary skills. This will be decided by the multidisciplinary team based on the assessments. The preschool program follows an innovative curriculum which focuses on developing listening, cognition, receptive & expressive language, pre-reading, pre-writing and numerical skills. The goal is to build a foundation for success in general education through well-planned, developmentally appropriate and natural activities and to make every child competent with their hearing peers in mainstream education. Parents are given necessary guidance and counselling during every stage. They attend the sessions on a daily basis and are encouraged to become equal partners in the process of helping the child to attain his best potential. Term end meetings are conducted during the last week of each term. During these meetings each child's Term End Report explaining the current level of functioning is discussed.

9.3.3 Dual Language Program

The dual language program has unraveled a cogent and effective approach towards developing language proficiency in Deaf children, in Indian Sign Language and spoken language (Malayalam/English), with an emphasis on literacy. It aims to develop age appropriate cognitive, receptive, and expressive language, pre-reading, pre-writing and numerical skills. In the dual language program lessons are delivered in Indian Sign Language as well as in the chosen spoken language. It is important that the parents/caregivers have accepted their child's use of sign language, learn the language and become comfortable signers themselves and encourage communication in sign language at home. The curriculum follows in dual language program is the same as that in parent infant program and preschool.

Every session is diagnostic and continuous assessments are conducted by the teachers on a regular basis. The team involved in the planning and delivery of lessons include both hearing teachers who have been trained in Sign Language as well as Deaf teachers.

9.3.4 Extension Services

Extension services include

(a) Preschool Support Program

(b) Weekend program

(c) Summer program

9.3.4.1 Preschool Support Program

Preschool Support Program is an extension of the regular Early Intervention Program for the deaf and hard of hearing children at NISH. Deaf and hard of hearing children in the age group 3 - 4 ½ years of age with no additional disabilities, who were not intervened, are admitted in the preschool support program. Children below 3 years of age, who are unable to attend the Early Intervention Program on a regular basis are also enrolled in the Preschool support program. The objective of this program is to support deaf and hard of hearing children, to empower the parents to build a foundation in language so that they can also be a part of the regular preschool program and to integrate into mainstream education. Support will be given till the children enters to 5th standard. Children below 5 ½ years who are developmentally appropriate will be shifted to preschool program based on the assessments done by the multidisciplinary team. At any stage if the child becomes developmentally appropriate, based on the assessments they will be shifted to regular preschool program on weekdays and others will continue in the preschool support program.

9.3.4.2 Weekend program

A weekend program is offered to the deaf and hard of hearing children who are integrated from NISH Pre-school to give additional support in their language development. Weekend program is an extension of Preschool program. Children who have been integrated in normal schools are given additional support on Saturdays. The classes are being conducted from June to March of every academic year. Support will be given till the completion of 4th standard in mainstream schools. In addition to the training offered in usage of the child's mother tongue, English language sessions are also delivered. These language classes emphasize on the enhancement of reading and writing skills in children. Special classes in computer, painting and drawing are also offered as per the interest of the child.

9.3.4.3 Summer program

The summer program at NISH is conducted for one month from mid-April to mid-May or 3-5 days residential camps. This program is not limited to students who have passed out of one of the EIP academic programs, but other children who have not attended sessions at NISH may also participate. Apart from language training, NISH organises activities, field trips and other sessions to help children develop skills in computer, art and crafts. These vary from year to year. Emphasis will be given to both curricular and cocurricular activities.

9.4 Neurodevelopmental Sciences (NDS)

The department of Neuro Developmental Sciences caters to various developmental disorders such as Autism Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Cerebral Palsy (CP), Learning Disability (LD), Global development delay (GDD), Child Language disorders and various other developmental disorders of neurological origin.

The department majorly focuses on 3 areas, namely, diagnosis, intervention, and research.

To attain these goals the department organises, implements and actively participates in the following:

- Awareness creation among the public
- Collaboration with government and NGO bodies for a proactive involvement with society
- Multidisciplinary assessments
- Individualized Treatment plans
- Empowerment of the family and society
- Promoting research and evidence based practices
- School support programs

9.4.1 Clinical services for Autism Spectrum Disorders

- Family Assisted Social and Sensory Skill Training program (FAST)
- School Transition program for Autism and Related disorders: (STAR)
- Picture Assisted Communication Training (PACT)
- Computer Assisted Learning Program (CALP)
- Social Enhancement Action group (SEA)

9.4.1.1. Family Assisted Social and Sensory Skill training program (FAST)

FAST is a training program established by NISH to help parents understand the basic concept of social communication and sensory integration skills that the children would require to better adapt to their environment.

Objectives of the program

- Parental Training - Parents are active facilitators in the intervention program, FAST. The parents are made to understand the communication patterns that would improve socialization and emotional regulation in their child. Encouraging the parent as a primary facilitator

empowers the family at various social emotional dimensions. The strategies learnt can be made use of at various situations where a positive behavioural support is required.

- Early intervention -This program is an answer to the need of structured and intensive early intervention which will lead to significant gain for a child with ASD.
- Group Intervention - Socialization and communication skills are best enhanced in group situations. The opportunity to share and acquire language through incidental learning is best promoted through small groups and at the same time, this program offers social support to both parents and their children. The parents are encouraged to talk to the therapist as well as develop social connections with other parents.
- A shift from the deficit model to the ability model - The main focus of this program is to help the parent move away from a deficit model (where parents often become so focused on the 'deficits of the child that they do not recognise the many gifts the child may have) towards understanding the child and the many strengths he/she has. The multiple intelligence of the child is triggered and targeted through forms of music, dance and arts.
- Continuous Learning process - The discussions are carried out with parents every week and the progress is monitored. During this time parental inputs are collected and due importance given to their suggestions and feedback so as to make modifications of the clinical activities. Simultaneously, parents are provided with corrective feedback on the ongoing activity schedule of the child.

FAST offers training for the advancement of the following skills

Social communication, Sensory regulation and integration, Behavioural regulation, Play, Cognitive skills, Referential skills, and Socio-Emotional regulation.

9.4.1.2. School Transition program for Autism and Related Disorders (STAR)

Starting school is a major transition for children and their families. It is a period of change that can be both challenging and exciting.

Children with ASD often have significant difficulties with this transition. In order to make the transition to school as smooth as possible, careful planning is imperative.

This program assists children with ASD to have a smooth transition to school.

The main areas of development include:

Self-regulation: At the time of school transition, it becomes important for the child to be able to regulate his/her own thoughts, emotions and actions. STAR trains the child to:

Self-monitoring: Self-monitoring is a process where a child monitors, manages, records, and assesses his/her own behaviour to promote self-regulation, independence, maintenance, and generalization.

Self-monitoring can be used to help children's :

Pre-academic skills: A child is ready for academics once he has attained the core pre-academic skills. Even before going to school, typical children learn a lot from their surroundings, through observations and imitations, all a natural process of growing up. For children with autism, learning must be initiated earlier on through active teaching. Children with autism need to consciously 'learn how to learn' as they do not naturally develop the requisite skills. Therefore, before starting with academic teaching, it is important to work with them on building the core skills required for learning. Some of these pre-academic skills are:

Play and social skills: Training in social skills helps a child with ASD become aware of how to act in different social situations – from talking to his/her grandparents when they visit to playing with friends at school. Social skills become helpful for the child at the time of making friends, learning from others and developing hobbies and interests. They also help with family relationships and give your child a sense of belonging.

The children are trained in mock classroom settings and this program is facilitated by a multidisciplinary team of speech pathologists, school educators and psychologists.

9.4.1.3. Picture Assisted Communication Training (PACT)

Children with ASD who do not develop in verbal communication are introduced to AAC methods of communication. Picture Exchange Communication is the strategy used in this session. The children in this group have severe communication impairments and the program uses many low and high technology devices to enable a communication pattern.

9.4.1.4. Computer Assisted Learning Program (CALP)

This program offers a comprehensive curriculum for children who are struggling to complete a traditional school program. They are taught lessons through online and offline materials mainly through personal computers or tablets.

9.4.1.5. Social Enhancement Action group (SEA)

A lack of intuitive social ability is a hallmark of autism. A child with ASD may need social skills training throughout childhood and into adulthood, layer by layer, with basic skills leading to higher-level skills, which in turn branch out into the most complex skills required of adults living and working in the community. Thus, in this group, children with ASD and their siblings come together and engage in activities that help improve their:

- Communication and social skills

- Life skills, and
- Executive function skills.

9.4.2 Pediatric Neurogenic Speech and Swallowing Clinic (P-NSS)

P-NSS clinic is dedicated for the assessment and intervention of infants, toddlers and preschoolers who have neuromotor speech and feeding problems. This dedicated unit consists of a team of professionals who are skilled in treating neuromotor disorders such as cerebral palsy, apraxia etc. The team involves a Physiotherapist, Occupational Therapist, Speech Language Pathologist and Psychologist. We offer various therapies to provide a comprehensive care for the child such that the functional independence can be improved. Physiotherapist provides training to improve motor skills , gait, balance, coordination and endurance of movement. Occupational therapists provide training to improve fine motor skills and sensory problems. Speech Language pathologists focus on feeding problems such as difficulty in chewing , biting, sucking, drooling etc and improve communication skills for the effective participation in society. Psychologists provide training in cognitive and behavioural based issues of the child. We work closely with the Centre for Assistive Technology wing to equip the children with various aids in various domains like mobility, feeding and communication.

9.4.3 Global Developmental Delay (GDD) Clinic

GDD clinic provides an evidence-based trans-disciplinary, parent mediated, child centered group intervention program (CCGIP) which focuses on stimulating the communicative functions of children with Developmental Delay in order to provide the best chance for improving their quality of life. GDD clinic also delivers services to empower the family and society to create awareness and support to children with developmental delay and their family. The group programs in the clinic will be on every Monday, Wednesday and Friday. Individual sessions will also be provided for those who need individual attention.

GDD Clinic

1. CCLAS Program
2. HIP Program
3. BAAC
4. LITMUS

Expand each of the subdivisions under GDD clinic. Follow the same colour scheme and formatting pattern of the other Joomla articles on the website. The details to each sub-division follows.

9.4.3.1. Cognition Communication Literacy Adaptive and Sensorimotor skills (CCLAS) Program

CCLAS program is focused on the overall development of children with the developmental age zero to five years through CCLAS approach by implementing the principles of Cognitive, Communicative, Emergent Literacy, Adaptive and Sensorimotor functions.

In CCLAS approach the Cognitive domain, children with GDD will be undergoing intervention to improve different skills such as planning, categorization, judgment, memory, problem-solving and higher order thinking skills to build up their overall cognitive level. In the Communication domain, intervention is focused to improve speech and language skills. In this area, strategies to improve different components of language (phonology, morphology, syntax, semantics and pragmatics) and oral-motor exercises to improve speech intelligibility will be done. In the Literacy domain emergent literacy skills such as phonological awareness, letter knowledge, emergent reading and writing skills will be focused. In Adaptive domain, training will be provided to improve activities of daily living and thus improving the quality of life of children with developmental delay. In the Sensori-motor domain, specific goals will be taken to develop sensory and motor skills including eye-hand coordination, hand functioning, leg functioning and sensory integration skills. CCLAS program will be executed in three levels based on the developmental age of the child.

BASIC CCLAS program (B-CCLAS): This program includes children with the developmental age between birth to two years.

INTERMEDIATE CCLAS program (I- CCLAS): This program enrolls children with the developmental age range of two to three years

ADVANCED CCLAS program (A- CCLAS): This program includes children with developmental age range between three to five years.

9.4.3.2. HIP program

A monthly once home intervention program for parental training will be provided for children who are newly enrolled in the clinic before admitting in regular intervention sessions.

9.4.3.3. Basic Augmentative Alternative Communication (BAAC) Program

BAAC programs will be provided for children who need additional support for communication other than speech through CCLAS approach.

9.4.3.4. Literacy with Music Program (LITMUS)

Children with developmental age above five years will be trained for conventional literacy skills and basic computer knowledge with music therapy and technology in order to provide assistance in their academic performance, vocational skills and speech intelligibility.

9.4.4 Language and Literacy Enhancement and Research Net – Lab (LLEaRN-Lab)

LLEaRN –Lab is a special clinic to help children with Specific Learning Disorder (SLD). Specific Learning Disorder is a neurodevelopmental disorder, which hinders the ability to learn academic skills like reading, writing and arithmetic skills. Activities of this clinic includes both assessment and intervention programs for children with SLD and children who are at risk of SLD. Assessment includes

a multidisciplinary team and intervention approaches in this clinic focuses on cognitive –linguistic and metalinguistic aspects. Group as well individual sessions are being carried out concerning the strength and weakness of each child. SPARC (Strategic training of Phonological Awareness and Reading Comprehension) and PPP (Promoting Phonological Awareness and Phonics) are the treatment approaches/programs followed in this Lab. LLEaRN-Lab was initiated as a trial attempt to cater the needs of a group of seven children with academic difficulties at NISH in 2013 and it was named as Learning Bridge. LLEaRN-Lab provides group therapy services to children with SLD on Saturdays and individual sessions on weekdays. LLEaRN –Lab also promotes research in the field of bilingual literacy development and SLD. As a part of networking LLEaRN –Lab envision future collaborative works with schools to early identify and reduce the risk of SLD.

9.4.5 Clinical services for Developmental language disorders

Language Disorder is a delay in the mastery of language skills in children who have no sensory impairment, intellectual disability or other developmental delays. Child Language Disorder (CLD) Unit helps children with Language Disorder to overcome their language delay/deficits through various language facilitation techniques. Activities of the clinic includes both assessment and management of children with language disorder. Intervention services in the CLD unit incorporate group therapy sessions as well as individual sessions focusing on language, phonological awareness, emergent literacy skills and auditory processing. Considering the language age of each child, they are enrolled into different groups BUDS (below two years of language age), BLOSSOM (within the language age of 2-3 years) OR FLOWERS (above three years of language age). Parent empowerment is done through direct parent education with active involvement in therapy and observation sessions to enable the learning of stimulation techniques for use within the home. Promoting research in the areas of language acquisition, bilingualism and emergent literacy is also our mission.

9.5 Allied Services

Allied services are essential for a multidisciplinary team approach towards the assessment and management of the disorders. This becomes essential due to the co-morbidity of hearing loss and speech language disorders with other disorders.

Allied services include:

- Psychology
- Physiotherapy
- Occupational Therapy

- Medical

9.5.1 Psychology

The Department of Psychology offers services to clients in need of professional psychological help. Scientific assessment and the interventional programs are tailored to the needs of clients and their families. The unit provides services in a range of areas which are assessment, diagnostic services, intervention, counseling services, academics and research. The psychology department consists of one chief psychologist and four other clinical psychologists. The facilities include a therapy room with a relaxation bed and furniture and another play therapy room. Materials required for therapy and assessment tools are available with the department.

9.5.2 Physiotherapy

The Department of Physiotherapy delivers services as part of the rehabilitation program and are directed towards functional outcomes of patients who have difficulties with posture, movement or neuro-sensory motor development. The purpose of physiotherapy is to promote health and well-being, physical activity and development of motor function in order to improve the functional outcome of patients. The department owns a fully equipped gymnasium for adults and children with special needs, which helps the development of the client in his/her gross and fine motor skills. It also provides them with the opportunity to improve their muscle strength, balance and coordination. Intervention includes inter-professional collaboration between the physiotherapist, occupational therapist, psychologists and speech language pathologists.

Physiotherapy services include an individualized and combined (PT/OT) evaluation in which the family oriented assessment will be carried out and subsequently determine the therapeutic goals. The intervention program consists of individual home training session, Intensive Training Program, group programs and work in collaboration with various programs running in Dept. of NDS (CP Unit,GDD unit,) Dept of ASLP (AND unit) and Dept of psychology (SCORE)

9.5.2.1. Adult Unit

Adult Rehab unit caters to the needs of individuals above the age of 18 who survived cerebro-vascular accident (stroke), traumatic injury, spinal cord injury. Various activities to improve their gross and fine motor functions, functional abilities and maximise their independence in both basic and instrumental ADL are provided. Intervention sessions are based on an interdisciplinary approach, facilitated by both physiotherapist and Occupational Therapist.

Objective

- a. Caregiver training-Equip caregivers to facilitate appropriate exercises and activities and techniques to gradually reduce caregiver assistance.
- b. To maximize rehabilitation potential of people with complex neurological disabilities and help them develop skills needed for cognitive, physical and social functioning.

- c. Independence in ADL skills-To maximize independence in both basic and instrumental ADL using various remedial and compensatory techniques.
- d. To facilitate transition to social and community living.

9.5.2.2. Pediatrics Unit

Pediatric physiotherapy unit provides intervention to individuals from the age of 1 month - 18 years. Children and adolescents with various neuro-developmental and neuro-muscular disorders such as cerebral Palsy, Limb deficiency, Congenital orthopedic impairment. Post traumatic stiffness and Chromosomal abnormalities are enrolled into individual or group sessions post-assessment. Following an interdisciplinary approach, sessions aim to train caregivers fully participate in the rehabilitation of the child.

Various groups conducted are:

- a. Toddler unit
- b. Cerebral Palsy unit
- c. Intensive Training Program
- d. Sensory Integration unit
- e. Sensory Cognitive Rehabilitation (SCORE)

Objectives:

- a. Caregiver training: To enable caregivers fully participate in the habilitation and rehabilitation of the child.
- b. ADL training: To facilitate age appropriate ADL skills.
- c. Adaptive and assistive aids: To provide necessary adaptive and/or assistive aids to maximise independence in functional abilities and ADL .

9.5.3 Occupational Therapy

Occupational Therapy services are delivered as a part of the rehabilitation programme which caters services for individuals from infancy to elderly population in areas of Sensory Processing Disorders , deficits in fine motor skills, gross motor skills, ADL skills, social interaction skills, visuo-motor, cognitive and perceptual skills.

A well designed multi-sensory room enables the children to explore a variety of sensory experiences, provide opportunities for new learning, motor development, cognitive development, language and social interactions. Intervention includes inter-professional collaboration between the occupational therapist, physiotherapist, psychologists and speech language pathologists. The intervention program consists of individual Home training session, Intensive Training Program, group programs and work in collaboration with various programs running in Dept. of NDS (CP Unit,GDD unit,)Dept of ASLP (AND unit) and Dept of psychology (SCORE)

9.5.3.1. Adult Rehab unit:

The Adult Rehab unit caters to the needs of individuals above the age of 18 who survived cerebrovascular accident (stroke),traumatic injury. Various activities to improve their hand function, functional abilities and maximise their independence in both basic and instrumental ADL are provided. Intervention sessions are based on an interdisciplinary approach, facilitated by both physiotherapist and Occupational Therapist.

Objectives:

- Caregiver training-Equip caregivers to facilitate appropriate exercises and activities and techniques to gradually reduce caregiver assistance.
- To maximise rehabilitation potential of people with complex neurological disabilities and help them develop skills needed for cognitive,physical and social functioning.
- Independence in ADL skills-To maximise independence in both basic and instrumental ADL using various remedial and compensatory techniques.
- To facilitate transition to social and community living.

9.5.3.2. Pediatrics Unit

The Pediatric Occupational Therapy unit provides intervention to individuals from the age of 1 mo- 18 years. Children and adolescents with various neuro-developmental and neuro-muscular disorders such as Autism spectrum disorder, Intellectual Disability, Learning Disability, Attention Deficit Hyperactivity Disorder , Cerebral Palsy, Limb deficiency, Chromosomal abnormalities are enrolled into individual or group sessions post-assessment. Following an interdisciplinary approach, sessions aim to train caregivers fully participate in the rehabilitation of the child.

Various groups conducted are:

- Toddler unit
- Cerebral Palsy unit
- Intensive Training Program
- Sensory Integration unit

- Sensory Cognitive Rehabilitation (SCORE)

Objectives:

- Caregiver training: To enable caregivers fully participate in the habilitation and rehabilitation of the child.
- School readiness: To facilitate adaptive responses , behaviors and skills(handwriting readiness, play skills) essential to allow the child to function well in school.
- ADL training: To facilitate age appropriate ADL skills.
- Adaptive and assistive aids: To provide necessary adaptive and/or assistive aids to maximise independence in functional abilities and ADL .

9.5.4 Medical, ENT Evaluations, Nursing Services

The department of ENT offers medical intervention for otological as well as speech problems, helps to identify candidates for hearing aid fitting and cochlear implantation and provides appropriate referrals if needed. Under the supervision of an ENT doctor, BASLP students receive clinical expertise in Otolaryngology. Interdepartmental projects and academics for the BASLP, MSc Audiology and MSc SLP students are also carried out at the department. Medical Certificate for driving license for the hard of hearing candidates are also certified by the ENT doctor. An ENT doctor is available for consultation from Monday to Friday from 9.30 am. To 12.30 pm. Consultations are based on prior appointments.

First aid is available for all staff, students and patients in case of a medical emergency. Sedation medication for Audiology testing is administered in the department. Basic health parameters are checked, and health education and health screening are done as needed. Health awareness programs for parents, staff and students are conducted periodically.

9.6.Social Work

The Department of Social Work provides professional service to individuals, families and the community as a whole. The department provides direct service to the clients to meet challenges in their day to day life and in empowering them to actively participate in society. Social workers act as advocates for their clients and assist them to make optimal use of the available resources. The personnel support them by making them aware of their rights and the Social Work Department focus on their client's strengths rather than their defects. The department is well equipped with knowledge, skills and attitude to assess the needs of clients and their families to determine what kind of support systems are required to help them improve their lives and ensure well-being. Social Work personnel take the responsibility to educate caregivers to advocate effectively for their children and locate the

special services that can enable their child to become independent. Working with families is a focus area for intervention, especially parents of children with disability. Counselling and psychosocial interventions are planned for clients that are in need of this service.

The Department of Social Work administers and implements programmes and continuously promotes policies to improve situations for people with disability. To achieve this goal various disability sensitization programs, outreach activities are periodically organised as interactive programmes. Socio-economic status assessment is a prime responsibility that is handled with utmost care to ensure that social justice is ensured and is extended to identify deserving candidates for scholarships and providing assistance. The Department of Social Work has a vital role in scheduling regular appointments, maintaining statistics, providing feedback and is a support system to the Organisation to ensure client satisfaction. A 'Complaints and suggestions register' is maintained and followed up by the department. The Information counter of the Institution is entrusted to the social work department, recognising the skill of social work in human interaction.

The department considers the role in academics in creating awareness among students on topics of human interactions, counselling and motivation an important one. It maintains a collaborative relationship with colleges and Institutes of social sciences in the State. The personnel are resource persons in Social Work Education on Disability and RPWD ACT 2016. The department conducts research studies, attends conferences, organises sessions related to social work themes.

Rehabilitation is another area of action that the department works on. Creating a conducive environment in the family and community so that persons with disabilities can reach their full potential for growth and development.

Government programmes, such as ADIP, scholarships for deserving children are implemented through the department. The department handles the role so that services are provided in an effective and efficient way.

The department functions are summarised:

- Services for individuals
- Services to families
- Services community based
- Services planned, implemented , monitored Institution based
- Academics and research oriented
- Collaborative – other Institutions , NGOs, Govt Agencies

9.7. Physical Education

The Physical Education department aims to develop a high quality sports culture among the students of the organization. Understanding the importance of integration of the deaf students into the mainstream, the department organises different activities and sports events for the students. This helps the physical, mental and social well being of the students.

The aims and objectives include providing sports facilities and opportunities for students to participate in intramurals, inter collegiate, state, national and international level competitions. Physical education helps to inculcate ethical and moral values among the students.

Training is given in the following events: football, basketball, volleyball, cricket, shuttle badminton, Table tennis and chess. A well equipped gymnasium is also set up in the campus for the students and staff.

Functions

- Training sessions are arranged for students on all working days after regular academic hours.
- Conducts college athletic meet and intramural sports and games annually. The winners and best performers are included in the tentative list of the college teams.
- Common selection trials are conducted and a team list is prepared for the competitions outside the campus.

10. SUPPORT SERVICES

10.1. New Initiatives

New initiatives and innovative thinking are markers of growth and development in any organization. Being a growing institution, NISH welcomes new initiatives and takes efforts to implement them within the framework of our goals and vision. These may involve technology implementation, adapting strategies or reviewing existing methods so that we meet the current needs.

10.1.1. NISH Interactive Disability Awareness Seminar (NIDAS)

NISH along with the Directorate of Social Justice commenced NIDAS on October 30, 2015. This webinar series is simultaneously watched by the audience at all District Child Protection Units via the internet. Topics chosen are related to disabilities found commonly among children and adults. The purpose of NIDAS is to reach out across the globe to a large number of parents and caregivers, who are not aware of the implications of disability. These monthly sessions will not be in-depth sessions with technical jargons but awareness sessions where the topics are explained in common man's language.

10.1.2. NISH Innovations Model – Inspiring Stories (NIM-IS)

NISH is conducting 'first of its kind' series of talks for the Public on success stories of people who have overcome disabilities and have become role-models for others in society. These series will also have talks by pioneers and innovators who have gone beyond their call of duty to serve those with disabilities. It is open to the public.

A series of talks named, “NISH Innovations Model – Inspiring Stories” is conducted periodically.

10.1.3. Volunteering, Internship, Observership

NISH offers internship and volunteering opportunities to students and graduates and observership to Medicos.

10.1.4. Sensitization on disability

To give, staff, employer and the workforce a clear understanding of disability, its types, challenges faced by people with disabilities, needed accommodation, the potential barriers and misconceptions that person with a disability faces continuously, right terminology, how to react to events decisively, create a supportive environment and disability etiquette.

10.1.5. Observership

Observership offers opportunities to observe and study a particular process or activity, and enables the professionals, graduates and students to become more aware of disability, people living with disability, disability education, and disability sciences.

10.1.6. Training of Trainers (ToT)

This program is aimed at trainers who are interested in programs such as the Additional Skill Acquisition Program of Govt. of Kerala (ASAP).

The objective of this training is

- to further the understanding and knowledge of different teaching strategies
- to help to improve learning outcomes of deaf and hard of hearing students
- to learn the practices being followed at NISH to teach the Deaf students.

The trainees will also get trained in the basics of Indian Sign Language.

10.1.7. In-Service Training (IST)

The objective of this training is to further their understanding and knowledge of different teaching strategies to help improve learning outcomes of deaf and hard of hearing students and to learn the practices being followed at NISH to teach the Deaf students.

The trainees will also get trained in the basics of Indian Sign Language. This program is mainly for those teachers working with Deaf students in other schools and colleges.

10.2. Technologies and Facilities Used By the Faculty for Effective Teaching and Therapy

Use of assistive technologies is becoming an integral part of a classroom with deaf and hard of hearing students. In the DHI classrooms, students have different learning styles and abilities. To cater to their needs and to make the classrooms more interactive, CATI supports by making available different user-friendly assistive technologies. This strongly impacts the ability of the students to access the material being taught in the classroom, thereby maximizing the potential of the students. Whatsapp Web for classroom collaboration, using QR codes to make deaf-friendly study materials, literacy apps on iPad and Splashtop software to remotely access learning games on PC are some of the deployed technologies.

An FM system is a wireless system that can be used by a person with hearing aids to better identify and understand speech over noisy situations. After a series of training sessions for the teachers, this is being used regularly at EIP classrooms. CATI is working with DHI to implement an FM system in the higher education classrooms as well.

A committee was formed on Feb 19, 2015, which aims to utilize Massive Open Online Course (MOOC), a resource aimed at unlimited participation and open access to courses via the web, effectively in the NISH campus. The aim of the committee is to popularize the use of MOOC among faculty and students. Interesting links to courses, when found are shared via email.

The institution encourages blended learning for its academic programs, through the use of facilities such as MOODLE (Modular Object-Oriented Dynamic Learning Environment), Google Classroom and MOOC (Massive Online Open Course). The induction program for ASLP course requires students to mandatorily complete a MOOC course, which they must present at the time of joining NISH, following induction. During induction, students are also trained in the usage of Google classrooms, as they are a resource regularly used in the ASLP courses. The possibilities of motivating the students in the Degree (HI) programs to enroll for and complete MOOC are also in the experimental phase. It is mandatory for all faculty members to complete at least one MOOC each academic year to ensure they remain updated and continue to be learners.

A Mathematics lab, where the students practice solving online Mathematical problems, and an English lab, where they can enhance their English language skills through online activities, are provided. E-learning resources are also available for the use of the students of the ASLP courses in the form of scientific journals and books.

Well-equipped computer labs with internet facilities are provided for the use of the students so that they may take advantage of the learning opportunities offered by the internet. Classrooms are equipped with computers, projectors and interactive boards to supplement the lectures and to facilitate ease of learning. Students are given the opportunity to buy tablet PCs at lower prices than those available on the market. Educational mobile apps are installed free of cost for interested students. In ASLP classrooms, computer-assisted teaching is facilitated through PowerPoint presentations, video presentations, and through providing Wi-Fi enabled computers in classrooms. Attendance, teaching plans and approval of clinical hours are online providing feedback opportunities for students.

NISH encourages its faculty members to attend training programs conducted by various organizations and associations at both national and international levels for enhancing the foundation of their knowledge. Each member of the faculty, after attending a particular program, is asked to present the knowledge and skills they acquired to the rest of the faculty, who were unable to attend, so that they too can benefit from the training program.

Short-term training programs are conducted at NISH for the faculty on topics like ICF framework, AVT Training, Cochlear Implantation, and Hearing Aid Programming. Faculty members are also given training in programs conducted outside the institution, to name a few, programs on Statistics (Christ University, Bengaluru), AVT Training (Brisbane, Australia), and AVT Certificate Course (Mumbai).

The institution regularly invites renowned faculty members from foreign universities to visit the campus and to interact with its faculty members, for enhancing the knowledge of research and pedagogy, and also to establish new professional relationships. The staff are encouraged to watch motivational TED Talks and share their thoughts in discussion forums.

NISH interacts with other eminent national and international institutions for the purpose of higher education in the area of disability studies. MoUs have been signed with the Cochlear India Pvt Limited, which involves faculty exchange for the proposed PGD AVT course at NISH, with the University of Central Lancashire (UCLAN), UK, for peer to peer deaf tutoring, and, with Balamandir Research Foundation, Chennai, for application of learning through play toolkit. Well-known dignitaries from the University of Central Lancashire (UCLAN), UK, often visit NISH and interact with the students. Interactive sessions through google meet are arranged for students with professors from Universities in the USA.

10.3. Feedback

At NISH, feedback is considered invaluable, for the cardinal role it plays in the improvement and growth of the organisation's activities, its faculty and the institution itself is recognised. Questionnaires, suggestion forms and feedback forms are used on a regular basis to collect and conduct evaluation of instructors by students and performance evaluation by employers at regular intervals.

This is utilized for:

- Constant analysis

- Continual Improvement
- Corrective measures
- Preventive actions

10.4. Rehabilitation

At NISH, physiotherapy services are delivered as part of the rehabilitation program and are directed towards the functional outcomes of patients with hearing and speech problems who have difficulties with posture and movement or neuro-sensory motor development. The purpose of physiotherapy is to promote health and well-being, physical activity and development of motor functions. To encourage parental involvement in the treatment procedures, training and parental awareness programs are conducted once every six months.

NISH serves as the nodal agency for the Sruthitharangam Cochlear Implant Project funded by the Government of Kerala, which provides free cochlear implants to children under five years of age who have hearing impairment. NISH provides assistance in programming and maintaining devices. It also conducts the outcome measure of the project, having three dedicated project staff members who visit ten empanelled centres across the state every three months. These staff members perform assessments across different progress indicators such as audition, speech, language and quality of life. In addition, a social worker conducts house visits for poor performers in this project. Under the Sruthitharangam project, approximately 650 children with hearing impairment received cochlear implants.

NISH ran a project in 2008 for screening newborns that are at high risk of hearing impairments through Otoacoustic Emission Analyzers supplied to every district. Additionally, the institution was the nodal agency for State Initiative for Disabilities (SID) for 2013-14, which aims at establishing Early Intervention centres for autism, speech & hearing and multiple disabilities in every district of the state.

10.5. Orientation to research

Research methodology classes for the postgraduate students are mandatory. Additionally, as part of facilitating research interest among the faculty members, classes covering the basics of “Research Methodology” are being offered weekly. The learner group consists of individuals from different branches of science and arts. The classes deal with the different dimensions of the research process, improved methods of performing research, writing research proposals and also sharing experiences and hurdles of those who are already involved in conducting research studies. The ultimate goal is to equip the faculty with the best possible tools to do research.

Any research study conducted at NISH is submitted for approval to the Review Authority for Research (RAR) which was formulated in 2013. RAR consists of a total of five members, with the Director of CATI as the Chairperson. The RAR team will review the submitted research proposals and suggest

modifications or corrections as required. The modified research proposal will have to be resubmitted to the RAR Committee. The RAR Committee will have to give the final approval for carrying out any intramural as well as extramural research before carrying out the study at NISH. The research studies requiring ethical committee clearance as per ICMR ethical guidelines are forwarded to Institutional Ethics Committee at NISH

The Institutional Ethics Committee is registered under CDSCO and is currently having ten members as per the ICMR guidelines. The members meet once in six months in May or in November each year. The ethics committee vets the proposals submitted and approves or gives modifications.

The 'Research club' meetings take place weekly, offering a platform to learn, share and discuss anything related to research at NISH. Inter-departmental collaborations are encouraged to exchange ideas and jointly solve problems of common interest.

10.6. Availability of funding for research / training/ resources

The institution provides funds to organize conferences, workshops and other research activities. The institution also provides funds for members of the faculty who wish to attend various international and national conferences and to present research papers. As a means of updating the professional knowledge of the faculty, the institution grants funds for them to attend short term training programs in their respective areas of expertise. Also, the institution has provision to fund the faculties for journal entries. In addition to providing necessary funds for the faculty members, the institution also provides financial assistance for those students who desire to present research papers in various conferences.

NISH promotes visits from eminent researchers from various disciplines, acknowledging the fact that interaction with them will encourage the faculty and the students towards undertaking research. 1% of the total budget is earmarked for research and training. For the training programs of the faculty, the money will be utilized from the main project fund. For a suitable project, NISH will provide Rs. 1 lakh as financial assistance.

A provision for "PhD leave" exists for granting leave for staff enrolling for both full time and part-time Ph.D. programs. This provision is included in order to provide an opportunity for the faculty members to pursue their research interests, which will, in turn, improve and imbibe a better culture of research on the NISH campus. For pursuing a full-time Ph.D. program, leave without pay and allowances for a period of four years is granted with the approval of the Project Board. Ph.D. has to be done at a University recognized by UGC. If it is in a foreign country, the Ph.D. program should be approved by the official agency of that country, similar to UGC and accepted by the Association of Indian Universities, New Delhi.

An approval from the Project Board is required for part-time PhD and certain norms as per the proceedings issued by the Executive Director are also to be followed. There is permission to mark a total of 124 days as 'On duty' for the whole Ph.D. program, that is, till the applicant submits the thesis. Certain guidelines, as per the approved norms, are to be followed to avail the leave. Half-day leave is permitted for Fridays and Saturdays only. All of the above will be conveyed to the applicant as an

approved letter, the copy of which will be kept in the HR Unit file of the applicant. The candidate will submit to the Executive Director the plan of study for the doctoral program approved by the University for part-time candidates, the copy of which will be kept in the HR Unit file of the applicant. The plan of study is to contain a tentative date by which the Ph.D. program will be completed successfully. The minimum period of estimated completion of a part-time Ph.D. is 3 years and the maximum 6 years, from the date of registration. The applicant will be required to execute an agreement to serve NISH for a minimum period of 3 years after successfully completing the doctoral program, immediately after the Board approves the request for part-time Ph.D. The terms and conditions will be detailed in the agreement. After the estimated date of completion, the candidate should complete a minimum of 3 years of service at NISH before attaining retirement age as per the Service rules. If an employee is unwilling to meet this requirement, he/she cannot be approved for a part time Ph.D.

Faculty members are encouraged to attend conferences on biostatistics and various statistical tools such as SPSS as part of training them to conduct research using the most up-to-date methods. Those faculty members who have attended these conferences impart the knowledge they have gained to other members of the faculty and to students by giving short presentations. Weekly classes are conducted on basic research methods, on writing proposals for funding and on research ethics as a means of cultivating a culture of accuracy in terms of research methodology and ethical practice among the faculty. The academic backgrounds of the learners attending these classes are diverse in nature, consisting of different branches of science and arts. These classes are targeted at conveying to the learners an understanding of the different dimensions of the research process and they facilitate the sharing of the experiences of those learners who are already conducting research studies with those who are yet to begin. Also, the faculties are encouraged to do online courses in order to build a strong foundation in research.

NISH considers collaboration as a primal factor that can facilitate research. The institution is in collaboration with several other hospitals and institutes across India where the students of BASLP have their postings at the time of internship, which help broaden their clinical exposure as well as their knowledge of various procedures.

10.7. Financial Assistance (From State Government, Central Government and other National Agencies)

- National Scholarship for Persons with Disabilities: The “National Scholarship for Persons with Disabilities” has been incorporated by the Ministry of Social Justice and Empowerment, Government of India. Financial assistance is available to the students of Degree HI programs.
- National Trust Fund: Assistance from the National Trust Fund is given for purchasing computers with editing software for the deaf and hard of hearing students pursuing BFA (HI) course as it is a professional course.

- Local Self Government Assistance: The students of the Degree HI also receive scholarships from local self-institutions of the Government of Kerala.
- SC/ST/OEC: All SC, ST and OEC students are supported by the State Government. The concerned directorate assists these students by providing them with tuition fee, examination fee, improvement fee, special fee, stipend, pocket money, hostel fee and lump sum grant. Laptops for SC/ST students are funded by RCI and the Government of Kerala.
- Central Sector Scholarship and Post Matric Scholarship: Being a professional course, BASLP students receive Central Sector Scholarship and Post Matric Scholarship, both of which are offered by the Department of Collegiate Education. Students who have secured 90% or above marks in class Twelve and who have annual family income below 6 lakhs are eligible for this scholarship.

20% of the seats of BCS, BFA and BCOM and 10% seats of BASLP and one seat each for MSc Aud and MSc SLP are reserved for SC/ST students. 5 seats as per govt norms are reserved for SC/ST for DISLI & DECSE. SC, ST candidates are eligible for fee concession and will be exempted from payment of tuition fee. Candidates belonging to OEC will be exempted from payment of the fee in case of un-availed seats of SC/ST, in the order of their merit of admission. The norms set by the SC/ST department will be followed for the award of the concession.

10.8. Outreach programs

The institution conducts a number of outreach programs and camps in which the students and the faculty actively participate. Such programs help to develop a sense of social responsibility and commitment and improve personal and professional skills of those involved.

- The ASLP department conducts speech and language evaluation camps and audiology screening camps at regular intervals in the rural areas of the state in collaboration with NGOs, Social Service Organizations, special schools and regular schools.

NGOs and other organizations which intend to conduct camps contact the Head of Department of ASLP, and camp coordinator for fixing the dates, and for making necessary venue arrangements. Organizers are then provided with instructions for conducting the camps

- Student clinicians from the department provide services at the following hospitals and organizations:
 - Department of Surgical Oncology (Head and Neck), Regional Cancer Centre, Trivandrum
 - Child Development Centre, Medical College, Trivandrum.
 - Department of ENT, KIMS, Trivandrum

10.8.1 ADIP Scheme

Scheme of Assistance to Disabled Persons for Purchase/Fitting of Aids/Appliances (ADIP Scheme) is a scheme under the Ministry of Social Justice and Empowerment, Govt. of India. The main objective of this scheme is to assist the needy disabled persons in procuring durable, sophisticated and scientifically manufactured, modern, standard aids and appliances that can promote their physical, social and psychological rehabilitation, by reducing the effects of disabilities and enhancing their economic potential. At NISH, the ADIP scheme is implemented by providing hearing aids to the population with hearing impairment through camps as well as through the institution.

The hearing aids are distributed by adhering strictly to the norms and regulations set by the Government of India. Hearing aids are offered to the population with hearing impairment provided they are Indian citizens with a monthly income of less than Rs. 10,000 and they have not received any such assistance in the past 2 years from the Government. The quantum of assistance provided to the hearing impaired people depends on the monthly income.

10.8.2 Indian Sign Language classes for public

A 40 hour-long short-term course in Indian Sign Language is being offered at NISH for a fee on Saturdays for the public. The course acquaints students with the basic structure of ISL and enables them to understand and communicate in sign language with some efficiency. This course is taught by Deaf teachers of the Degree(HI) department. The applicant's interest in learning is the only mandatory qualification.

A MOOC on ISL has also been developed by the Degree(HI) department and can be made freely available to the public after sending an email to nishinfo@nish.ac.in.

10.9 Research and Project Consultancy Center (RPCC)

Research and project consultancy center was set up in July 2018 to provide guidance in research and project activities at NISH. Since its inception, the center has submitted three projects to various agencies in the state and is carrying out two projects currently. The center helps government, private, organizations and individuals on projects and activities. Centre also involves in ethical vetting of research projects through periodic ethical committee meetings. In future, the center aims to provide technical and financial assistance in carrying out research projects at NISH for faculty and students.

Objectives

- Provide necessary research assistance to Staff in submitting research projects to various state, central and international agencies.
- Promote research among the staff at NISH.
- Constitution and Periodic conduct of Institutional Ethics Committee for faculty and student research activities and projects at NISH
- Support Short-term courses/Seminars/Workshops for effective dissemination of knowledge.

10.10. Centre for Communication and Media Development (CCMD)

Development and dissemination of specially designed materials for educational, therapy and awareness programs is one of the essential functions being carried out by NISH. To cater to the growing demand for such resources, an independent wing- CCMD was constituted in July 2018.

CCMD is envisaged to function as an independent center within NISH. The three domains currently under the CCMD are:

- Communications & Awareness creation
- Digital Media & Graphics development
- Academics and News (ISL)

Objectives

- To be the leading developer, preserver & provider of specially designed materials for the academic success of students.
- To develop interactive/printed/online therapy materials.
- To be a full-fledged department engaged in the development & deployment of materials for public awareness.
- To be a center extending support for organising camps, workshops, seminars and awareness campaigns.
- To be a center for the maintenance of photo, video & multimedia archives.
- To maintain the PR with the public and print& audiovisual media.
- To compile and layout NISH official documents.

- To publish NISH official newsletter
- To update and maintain NISH website and Social Media Networks.
- To publish daily news in Indian Sign Language in social media.

11. FINANCE AND ADMINISTRATION

11.1 Finance and Accounts

The funds required for the operations of NISH are received by way of grant-in-aid from the Govt. of Kerala. Besides, project grants are being received from the Govt. of India and other agencies.

Finance and Accounts deal with:

Budget and Annual Accounts

- Plan Proposal for Grant-in-aid from the Government of Kerala.
- Annual Budget estimates for presenting before the Governing Council and Project Board.
- Receipt and utilization of Grants from government, other Agencies and issue of Utilization Certificate.
- Funds management.
- Maintenance of Ledgers and Subsidiary books of Accounts.
- Preparation of Receipts & Payments account, Income & Expenditure account and Balance Sheet. Coordination with Statutory Auditors [Chartered Accountants] and AG [Audit].
- Statutory compliance with regard to Annual accounts and Audit report.

Bills, Bank & Cash

- Checking and payment of bills [Works, Purchase and other bills].
- Collection of fee and other receipts and remittance to Bank. Collection and remittance of cash from Audio clinic.
- Maintenance of Bank accounts and Bank reconciliation. Treasury Transactions.
- Statutory compliance. [IT, KBWWB, EPF and ESI].

Pay-roll and Establishment payments

- Pay and allowance of regular staff / Daily wage staff /Consultants.
- TA and other payments to staff, visiting Faculty and other Resource persons.
- EPF and ESI Payments in compliance with relevant Rules.
- Recovery and remittance of TDS from Salary and filing Returns.
- Other Establishment payments.

11.2 Human Resources (HR) Management

The Human Resources Department binds staff with the organization and helps both staff and organization to achieve the goals of the institution. Various policies, processes and practices are designed for the process. Qualified, competent, and experienced staff members are important for the development of any organization. This can be ensured by a proper recruitment process. Once the staff are recruited, they have to continuously and periodically improve their skills by attending training programs in order to keep abreast with the changing times and technologies. Refer to Appendix C for the HR Process map.

The main objectives of the Human Resources Management are:

- A means to achieve efficiency and effectiveness in operations and attainment of goals to assure efficiency.
- Responsibility to acquire, develop, utilize and maintain employees in an ethical manner.
- Motivating the staff, maintaining proper relations with employees and maintaining employees' safety, welfare and health measures in compliance with labour laws.

11.2.1 Human Resource planning

Planning is to be done from the time of selection till lay off of the employee, which includes Recruitment, Selecting, Hiring, Training, Induction, Orientation, Evaluation, Promotion and Layoff.

11.2.1.1 Recruitment, Selection and Hiring

Recruitment is done against the positions approved by Project Board, Governing Council and sanctioned by the State Government. Procedure for recruitment has been formulated and approved by the Project Board.

- Recruitment process:

The recruitment processes match up the right person with the right job skills. Interviews and background checks ensure that the candidate is reliable and carries out the objectives you planned for providing quality services and goods to your customers.

- Recruitment procedure
 - Identify the vacancies reported by the concerned department Heads from time to time.
 - Evaluate the need of having the recruitment against the norms approved by the authority.
 - HR cells develop a description based on the norms and rules and regulations of the regulating authorities, if required and get approved by the concerned authority.
 - Develop a recruitment plan and advertise in newspapers and websites with detailed job descriptions stating the criteria for selection like qualification, age limit etc.
 - Applications received are then scrutinized by the HR cell, which is then scrutinized by the Executive Director. If required, the applications will be scrutinised by the HOD.
 - Interview call letter is being sent to the shortlisted candidates for a written test, if required, followed by an interview.
 - The interview panel consists of the Executive Director and panel of experts as per the existing rules.
 - Selected candidates will be appointed on the daily wages for a period of three months.
 - Waitlists are operated if selected candidates do not join in time.
 - User IDs, computer login and ID cards are given at the time of joining.
 - After completion of three months, evaluation will be done by the immediate supervisor, which will, in turn, be evaluated by the Department Head and Executive Director.
 - Based on the evaluation, they will be presented to the Board and will be placed in consolidated pay.
 - HR prepares the appointment letters, containing all the details regarding the terms and conditions of service, probation period, signed by the Executive Director. Copy of the letter will be kept for personal records.

- Service Books pertaining to the rules are opened for the staff appointed on consolidated pay against sanctioned positions.
- The Executive Director may appoint visiting faculty, if required, based on the recommendation of the concerned Head and in accordance with the prevailing rules and regulations.
- A teaching or non-teaching staff member may be deputed or transferred to other departments when such a requirement arises. The Executive Director after consulting the Heads concerned, takes decisions in such matters.
- All record related to the recruitment process is maintained in the HR cell
- Recruitments for various projects are being done following the recruitment norms at NISH and also the conditions agreed for the project.

11.2.1.2 Induction and training

To integrate new employees into the organisation and make them understand the systems and procedures followed, induction training is done for all employees who join NISH. Induction training helps to settle down quickly in the new work environment and gives a sense of belonging.

Training is given to all employees, on different criteria. In house, training is given by concerned departments. Attending workshops, seminars, training outside the organisation is also promoted. Training plans are scheduled specifying the required subject areas, the skill sets etc. and identifying the resources required for conducting the training programs. Group training such as motivational talks, group activities etc. are done by various committees inside the organisation.

- Assessment of training requirements is based on recent trends in technology / operational procedures related to their area of work, changes in syllabus, the introduction of new subjects and courses.
- Heads, in consultation with the staff, identify the staff to be deputed to different training programs, in-house / outside, based on the interests of the staff members and the requirements of the departments.
- Staff members submit their applications to the Executive Director through a proper channel. The Executive Director examines the applications and after discussing with the Heads if required, approves the deserving cases.
- After getting the approval from the Executive Director, the staff members are deputed to the training programs as planned.

- After undergoing the training, a staff member submits a report about the program to the Head of the departments concerned. The Head makes observations regarding the performance of the staff member days following the training to assess the effectiveness of the program.

11.2.1.3 Employee remuneration and Benefit Administration

Remuneration and benefits applicable as per Government norms are administered to the employees from time to time.

11.2.1.4 Performance Evaluation

As per the rules of NISH, performance evaluation is done every year on 1st July. A committee will be constituted and evaluation will be done based on the criteria set. Promotions are recommended by the committee decided by the Project Board as and when required.

11.2.1.5 Attendance and Leave Management

Leave as per NISH Service rules are applicable from time to time. Service books are updated from time to time as and when required.

11.2.1.6 Exit process

Staff who are relieved from their service undergo an exit process. Staff need to submit a non-liability certificate in the prescribed form. Experience certificate and other documents are given as per the norms. Once the staff leaves the institution, login ID and user ID will be blocked and will be exited from all staff groups.

11.2.2 Documentation

The personal records maintained are:

- Service Book
- Personal file
- Recruitment files

11.3. Procurement and General Office Administration

Procurement is an important process that ensures that purchased products and services conform to the requirements of the institute. However, it is true that the nature of the services provided by the institute is such that while the quality of purchased products needs to conform with the requirements, minor variations do not have a critical influence. This particular process is implemented by the Administrative Officer, under the control of the Purchase Committee.

The major activities involved in the purchase process are as follows:

- Prepare and maintain a list of approved suppliers for the required items
- Prepare the product specifications and get necessary approvals
- Perform product inspections, certification on satisfactory delivery, make a note in the asset register and issue the product to the concerned department.

11.3.1 Supplier evaluation

Administration establishes and maintains a supplier evaluation process over regular intervals i.e. twice in a year. This way, NISH is able to determine the extent of control to be applied over suppliers. This process ensures that they are able to satisfactorily meet the requirements of NISH.

The potential and existing suppliers might be evaluated on the basis of the following criteria:

- Evidence and feedback based evaluation by the customers of NISH
- Analysis of supplier corrective action process when responding to non-conformities
- Effectiveness of corrective action responses
- Attainment of product quality objectives on the basis of the agreed Key Performance Indicator; e.g. On-time Delivery, cost, quality etc.

11.3.2 Purchase Orders

Following the evaluation of the product and supplier, purchase order is issued to the selected supplier with supply terms and conditions. Sample items may be requested before confirming actual orders with the supplier.

11.3.3 Goods Receipt Checks

This is a process established to receive and inspect the products supplied to NISH to ensure that they conform with the purchase order, product specification and national or international standards.

11.3.4 Inputs and Outputs

The inputs to and outputs from the Purchase Process are as described below:

- Inputs

- Indents from user departments / sections
- Information about the vendors regarding the quality of materials supplied, service etc.
- Approved Supplier List (ASL)
- Outputs
 - E-tendering
 - Purchase Orders
 - Supplier Ratings
 - Approved Supplier List (ASL)

11.3.5 Implementation

- A Technical committee (TC) is constituted for all Technical committees in place for all major technical purchases - including equipment, computers, software etc. Director Kerala State IT Mission (KSITM), in his personal capacity as Chairperson. The committee constituted on 2nd October 2015. Its members include Executive Director, Administrative Officer, Finance Officer, Ms. Lekshmi Nair (Consultant), Director, CATI and Head of IT.
- Purchase committee (PC) is constituted for making all decisions regarding all other purchases. It consists of the Executive Director who is the Chairman of the committee, Finance Officer, Administrative Officer and concerned Department Heads. An external expert also involved in the related field for the procurement of specialised goods/equipment. .
- User departments / sections prepare indents for the items required by them from time to time. Frequency or periodicity of indents are not fixed but are dictated by the requirements. Indents provide details of specifications, brand names, if any, quantity required etc. For books, indents are routed through the Librarian.

For purchase that amounts to less than 5 Lakhs:

- After receiving indents, the Administration Section calls for quotations from suppliers a) Suppliers on approved supplier list (ASL) b) Suppliers not on ASL (when there is only one supplier in ASL for a particular item). Where purchase of items is an exigency or in

case there are no suppliers for them in ASL, they can be procured from any source outside ASL subject to prior approval by the Executive Director and subsequent ratification by the PC.

- Approved Supplier List (ASL): Suppliers whose dealings and experience are satisfactory are listed in the ASL and this list is available for use. PC deliberates and decides on inclusions to and deletions from the ASL.
- Indents received and quotations submitted are scrutinized and a comparative statement is prepared for placement before PC. For consumables, a comparative statement can be prepared only when large-scale purchases are involved. PC takes a decision in the matter. For small purchases (where value does not exceed Rs.5000), purchase orders are straight away raised on sources in ASL.
- Administration section schedules a meeting of the PC under the direction of the Executive Director. Usually, such meetings are scheduled once a month. However, meetings may be held at other times also depending on the requirement. The PC deliberates on the matters presented to it and makes decisions regarding the purchases.
- The decisions of the PC are recorded in the minutes register.
- The administrative section raises Purchase Order (PO) on suppliers as approved by the PC, verifies that the PO is complete and correct and then gets it signed by the Executive Director and releases it to the supplier. Copies of the PO are sent to the Indenter and Accounts section.
- The Administration cell follows up with the supplier regarding acquisition of materials as per the delivery schedule.
- Evaluating new sources: New sources are evaluated for their inclusion or otherwise in the ASL. Such evaluation is based on their ability to supply the desired quantities in time, availability of basic infrastructure such as office, telephone etc. Where required, proof of dealership also needs to be verified. An evaluation report is prepared as per the format NISH.F713 and submitted to PC for consideration for inclusion in ASL.
- Upon receipt of the items, the indenter verifies them and accordingly accepts or rejects them. This is informed to the Administration department and it takes up the matter with the supplier for replacement or cancellation and raising of a new PO as deemed necessary.
- The bill is sent to the Accounts section for disbursement.
- Where necessary, the purchase order is incorporated with details of verification of purchased product by NISH or its representative before its dispatch.

For a purchase that amounts to more than 5 lakhs, an e-tendering procedure is followed.

11.3.6 Measurements and Monitoring

Measurement and monitoring of purchases is based on the following:

- Complaints received from user departments / sections regarding the performance of this process.
- The frequency with which vendors are removed from the ASL.

11.3.7 Records and Formats

- Authorized Supplier list
- Purchase indents Retained for two years.
- Minutes of Purchase Committee meetings Continuous record
- Purchase Order Retained for two years
- Report on evaluation of new Suppliers Retained for two years
- Report on Supplier Ratings Retained for three years and then discarded.

11.4 Outsourced Process

An outsourced process is a process that an organization needs for its quality management system and which the organization chooses to have performed by an external party. NISH chooses to outsource certain services such as canteen, housekeeping, gardening, security, caretaker, maintenance work (Electrical, plumbing, carpentry etc.), pest control, etc. all of which conforms to the requirements of NISH.

11.4.1 Selection of Outsourced Service Providers

NISH describes and sets standard qualification criteria in line with the prevailing statutory requirements and invites proposals/tenders. The selection process includes the following steps:

1. Preparation, review and approval of document of notice inviting tender which describes every aspect of the service terms
2. Publishing of the tender notices in major newspapers, NISH website and direct information sent to the approved list of contractors
3. Tender opening and evaluation
4. Contract awarding and agreement execution with the selected service provider

5. Renewal of contract or call for new tenders wherever applicable

11.4.2 Controlling Outsourced Services

The outsourced services are kept under control by:

1. Evaluating the extent of risk involved
2. Assessing competency of the service staff etc.

11.5. Infrastructure Upkeep and Maintenance

In order to achieve quality objectives NISH has constituted a construction committee, chaired by a retired Chief Engineer, and other engineering consulting personnel to decide and guide infrastructure requirement of NISH. The scope of infrastructure includes adequate infrastructure facility for NISH, facilities and resources, utilities, employee work space, and support and its timely maintenance services.

11.6 Academic Programmes

NISH offers numerous multifaceted academic programs for students who are Deaf & Hard of Hearing as well as professional training courses for students aspiring to serve the differently abled.

The academic programs offered by NISH include:

1. Bachelor of Computer Science (HI)
2. Bachelor of Fine Arts (HI)
3. Bachelor of Commerce (HI)
4. Bachelor of Audiology & Speech Language Pathology (BASLP)
5. Master of Science in Audiology (MSc Aud)
6. Master of Science in Speech Language Pathology (MSc SLP)
7. Diploma in Early Childhood Special Education-Hearing Impairment- (DECSE- HI)
8. Diploma in Indian Sign Language & Interpretation (DISLI)

11.6.1. Process

Till less than a decade ago, there were very few higher educational opportunities in India for DHH persons. In 2008, degree courses were started at NISH as a novel attempt to provide higher education opportunities to hearing impaired students. The schemes of the courses were drafted after many deliberations and discussions and based on the experiences of the diploma programs conducted for Deaf at NISH. The scheme was implemented by the University of Kerala in 2008. NISH has been at the forefront of providing higher education facilities for the Deaf & Hard of Hearing (DHH). The courses are affiliated to the University of Kerala and the University awards degrees to the successful candidates.

For the self-financing courses (BASLP, MSc Aud, MSc SLP), 50% of the seats are merit seats and the remaining 50% of the seats are second merit or payment seats. All the seats are allocated according to the rank list based on the marks in the qualifying examinations. The fee payment is different for the two categories of seats and the fees of candidates selected under general merit category are lower than that of candidates selected under second merit. For NRI candidates, the tuition fee is higher. Regarding seats reserved for foreign students, the admission procedure will be as per the University guidelines. For candidates sponsored by the Union Territory of Lakshadweep and for the students from the Kerala State After Care Homes, the fees will be that of a merit seat. The process of adopting Choice Based Credit System (CBCS) for the undergraduate and postgraduate courses is already implemented.

DECSE and DISLI are diploma programs introduced by RCI. NISH has been approved as a recognized center for conducting the programs.

For DECSE, the curriculum consists of theory and practical classes in early intervention and education of young deaf and hard of hearing children. Examinations for the program are conducted by Ali Yavar Jung National Institute of Speech and Hearing Disabilities (Divyangjan), Mumbai. RCI will provide the certificate of registration.

Diploma in Indian Sign Language Interpretation (DISLI) is a course recognized by the Rehabilitation Council of India (RCI) and its main aim is to prepare skilled and efficient manpower to work effectively in the field of Deaf education and rehabilitation. The examination body for DISLI is Indian Sign Language Research Training Centre, New Delhi. On successful completion of the course the candidates will be issued a certificate by the examining body.

11.6.2. Admissions

The admission process for the Degree (HI) courses is carried out on the basis of Degree Aptitude Competency Exam (DACE). Students who pass this examination can enroll themselves for the course of their choice. The dates of examinations and results are published on the NISH website. The admission for BASLP, MSc Aud and MSc SLP courses is conducted by LBS centre for Science and Technology, Trivandrum. For ASLP courses the seat reservations are as per the LBS admission prospectus.

For diploma programs, candidates join the programs based on their scores in an All India Online Aptitude Test (AIOAT) conducted by RCI. The reservation of seats for these courses will be as per reservation guidelines of the RCI. Twenty percent of the total merit seats are reserved for candidates belonging to SC/ST. If any merit category seat remains unfilled in the above categories, the same will go to the general merit.

Admissions are open to DHI courses from other states that fulfill the eligibility criteria.

11.6.4. Explicit policy & Strategy

- Admissions are open to students from other states that fulfill the eligibility criteria.
- Campus ensures a safe atmosphere, is tobacco free and alcohol free and has amenities like canteen, ATM, etc.
- Interpreter services are provided to the Degree (HI) students.

12. INFRASTRUCTURE & LEARNING RESOURCES

12.1. Campus

NISH is situated on 9.75 acres of land beside the serene lake-side at Akkulam. The main building, named Dhyan has an area of 4571.89 m², and the A. K Antony Hall of Fine Arts Block, named Amruth is of 769.32 m² and houses the canteen on campus. The new academic building, Thejus, houses the Fine Arts department along with the other academic departments. Thejus is a seven storied building in an area of 6359 m². It comprises a spacious, accessible and well equipped auditorium, a conference hall, classrooms, computer labs, library, staff rooms, office rooms and sick rooms. Within this building is also a guest room for specially invited guests of the institution. NISH has a well equipped gymnasium and facilities for outdoor games within the campus.

NISH has ensured the availability of physical infrastructure as specified by different statutory councils like RCI and University, and efforts are taken to provide additional infrastructure for safe, comfortable and clean facilities for all individuals, students, staff and patients. To ensure optimum usage, several administrative steps, such as the use of well-structured timetables, schedules, logbooks and auditing of facilities, have been established. Infrastructure is also provided for conducting conferences, seminars, and workshops for parent awareness and education regarding disability and related topics, student development and faculty enrichment.

NISH has installed a grid connected solar power generating unit and a rain water harvesting facility for inhouse use of water. Biogasplant is used as a renewable source of energy. Eco friendly construction and serene beauty of nature is seen in and around the campus. Sculptures and paintings of our students are also displayed inside the campus.

The core group consisting of the Executive Director, Administrative Officer, Finance Officer and Heads of Departments decide on any expansion activities required. The need analysis is sanctioned depending on the availability of funds and the urgency of requirement. Every year, budget preparation is done by each department. This ensures adequate availability of physical infrastructure. Budget-heads are prepared for each department yearly to ensure correct utilization of the allotted budget. The budget approval and allocation is done by the Governing Council members. Self-preparation of budget plan for a yearly coverage is done to ensure adequate utilization.

The infrastructure of EIP is designed in a way that catches the attention of young children, to promote learning activities and provide opportunities for peer learning. The building itself acts as a learning aid.

Special care is taken to monitor and maintain the right lighting, safety and security, sound acoustics, common areas such as the hallways and corridors which can be easily supervised. The doors of the classrooms in EIP have been innovatively recreated and painted to represent fruits, for easy identification of the various rooms and also to attract children. The Department of NSD has renovated the Autism Intervention – Early Program unit by transforming the walls of the rooms into scenes of natural beauty geared towards sensory skill development of the children.

Most of the faculty members have individual workstations and each department has a staff room. A restroom and a feeding room for mothers, who come for clinical services, are also provided.

Ramp facility is available for differently-abled patients, students and faculty members in the institution, and wheelchairs are also available for use. Wheelchair access as well as disabled friendly toilets are available in the buildings. Having been set up to cater to the requirement of the differently abled population, the institution periodically evaluates the adequacy and usage of infrastructure facilities for differently-abled students.

The institution has a disabled-friendly environment with adequate sign boards displayed at appropriate places. Information regarding current events is displayed on the E-messenger at the entrance of the institution. The campus road has taken adequate safety measures for the students, wheelchair users, geriatric patients and for the visitors as well.

Services of security personnel (hired on contract through outsource) include 24-hour security services for the offices, labs, clinics, classrooms and all the properties in the campus. All the security personnel are under the control of the Administrative Officer of the institute. All authorized personnel, faculty, staff and students are given ID cards which they have to wear while on campus. Guests, volunteers, and students undergoing internship programs at NISH are also given ID cards after entering their details in the visitors register. All the visitors have to enter their name, purpose of visit, and time of entry and exit in the visitors register. If any students or representatives from other institutions pay a visit, their details are recorded in the register. IP dome camera is kept in the lobby of the ground floor to monitor the visitors.

CCTV cameras have been installed in all of the classrooms, clinics and common areas for security, safety and for monitoring purposes. A room has also been set up in the academic block, Thejus for monitoring the camera feeds.

12.2. Library as a Learning Resource

Academic libraries play a pivotal role in the higher education arena. Today, classroom-oriented learning is undergoing a qualitative transformation towards knowledge-oriented learning. Libraries have undergone a paradigm shift in the new century with the use of digital and internet resources to become an information source in contrast to the traditional concept of a storehouse of books. Libraries act as the main facilitator of learning and source for knowledge dissemination.

The NISH Library is a work in progress as the plans for development into an information hub are being implemented step by step. Currently, the library holds a varied collection of books, national and international journals, online journals, standards, electronic media such as CDs and DVDs, newspapers, periodicals, magazines etc. The library holds about 3000 national and international books covering fields of interest relevant to the students and staff. Resources are mainly related to audiology, speech, language, voice, communication disorders, autism, sign languages, special education, psychology, disabilities and rehabilitation, fine-arts, computer science, commerce, and humanities etc. Library resources are regularly enriched in consultation with patrons. The library is an institutional member of UGC- INFLIBNET consortium, subscribing to online national and international journals. The facilities include a digital library section with the license to use major international online databases. Library operations like document issue, return, reservation etc. have been automated. A user interface called OPAC (Online Public Access Catalogue) facilitates users to search library resources using parameters like author, title, subject etc.

Digital Library: The NISH Library has been acquiring and disseminating up-to-date information from trusted national and international scholarly bodies for its patrons. Twenty-five international e-journal packages covering relevant topics of academic and research interests are included in its collection. NISH has been subscribing to 6000+ e-journals and 97000+ e-books through NLIST initiative under the UGC- INFLIBNET consortium.

Services: Library services include Ready reference, Digital Reference, Circulation, Reservation, Selective dissemination, email alert services etc.

Membership: Students, Academic and non- academic staff, researchers, short term associates etc. are eligible to be members of the Library.

Academic writing tool: The library has acquired and is managing a cloud-based online writing platform called APA Style Central for facilitating academic writing needs of students and faculties.

Digital Repository: An open-source digital repository D-Space consisting of institutional academic outputs like projects, theses, dissertations etc. is made available for easy retrieval for digital reference.

Plagiarism checking software: To understand and avoid the potential threat of plagiarism in academic writing, the Library has been able to bring about and manage an industry-standard plagiarism checking software called Turnitin.

Timing: Library functions from 8.30 am to 5.30 pm except on Sundays and holidays. A set of rules have been framed for the smooth functioning of the Library.

Advisory Committee: The Library Advisory Committee has been constituted, which meets periodically to review the operations, plans and advice for introducing new services and technologies as appropriate.

12.3. IT Infrastructure

NISH's Information Technology Department provides technology platforms for use across the campus, technology consulting, development, and support for the Hearing Science, Speech Language Science, Allied Services, Early Intervention Program, Autism Spectrum and Related Disorders, New Initiatives, Research and Academic programs etc.

NISH has a comprehensive IT policy regarding all IT infrastructure, service, security and management. The staff and students using information technology facilities adhere to the set out policies. The primary purpose of the policy is to prevent individuals against possible misuse of computing resources and services held and provided by NISH.

Latest hardware and software systems are available for students and faculty members. Tablets are issued to the students with educational materials and also with Wi-Fi connectivity to access the intranet and Internet resources. The entire campus is Wi-Fi enabled with high security. Google Classrooms have also been implemented.

Faculty members are provided with Desktop computers or Laptops with High Speed Internet Connectivity to aid them in preparing the course content, lectures and in updating their knowledge. The Course Management Systems and Google Classroom are also available for the faculty. The institution has facilitated the faculty members, researchers and students to access online educational resources for academic and research purposes. All educational sites are allowed access by the firewall. The faculty members are encouraged to prepare their course content in electronic format so as to use the materials in an open environment.

All the classrooms in the campus are equipped with Short Throw LED projectors and computers. Wi-Fi facility is provided in the entire campus. The Seminar Hall is provided with Audio and Video equipment along with DLP projectors / LED Screens and personal computers.

Interactive whiteboards for classrooms are a new initiative introduced to improve the teaching and learning environment. All classrooms are technology-mediated in terms of access to personal

computers, projectors and document cameras. Other than this, a horseshoe pattern of seating arrangement and special lighting arrangement in the audio-visual room to enable visibility of sign language interpreters are some of the initiatives taken by the institution.

Audiology and Speech Language Pathology clinics, class rooms and other areas are equipped with IP Cameras for monitoring clinical activities, class rooms of students to ensure better clinical teaching process and for surveillance.

12.4. NISH Website and Social Media Management

NISH has an official website (www.nish.ac.in), Facebook page (<https://www.facebook.com/nishtvm/>), Twitter page (<https://twitter.com/nishindia>) and a Google Business page. It is the responsibility of the HoDs of the different departments to oversee that the information on these public domains is accurate and updated by proper communication flow with CCMD. Facebook, Twitter and Google page updates are directly done by CCMD. Website updates are communicated to an external team, to whom the job is outsourced (using [this Google sheet](#)).

12.5. Maintenance of buildings, classrooms and laboratories

The administration department is responsible for the maintenance of buildings, classrooms, premises and laboratories. The Housekeeping Supervisor (hired on contract through outsource) supervises the work of the housekeeping staff. Housekeeping, security services and garden maintenance are outsourced.

12.6. Infrastructure facilities, services and equipment

Any complaints with regard to malfunctioning of the equipment from various departments and sections are received through email and necessary steps are taken to ensure that the problems are fixed at the earliest. The administrative staff members in charge of maintenance who receive complaints prepare reports on the status of the repaired instrument after one month, two month and three month intervals. The annual maintenance contracts are implemented by the institution with external agencies and include the renewal / cancellation of the same. Fire and safety equipment are kept in suitable locations on campus. They are refilled with gas and powder on a half-yearly basis. Care is taken to file maintenance reports properly.

The buildings are not insured. The institution has insured audiological equipment and all the computers. All the students of the institution also come under the medical insurance scheme.

13. CURRICULAR AND EXTRACURRICULAR ACTIVITIES AVAILABLE TO STUDENTS

13.1. Innovation and Entrepreneurship Development Cell (NISH-IEDC)

As per the direction of Kerala University, NISH started an Innovation and Entrepreneurship Development Cell (NISH-IEDC) on 16th January 2019. Kerala Startup Mission (KSUM) accorded approval to establish IEDC through a grant of Rs 2L.

MoU was signed between Young Indians and NISH on 05/08/19. This is intended for the development of the IEDC cell at NISH. It is agreed upon by the parties that the talks and skilled programmes will be conducted by Young Indians at NISH. Young Indians shall assist IEDC to commence start-ups at NISH and then entrepreneurship after stabilisation.

Chairperson- Executive Director

Nodal Officer- Shirly G (Head, New Initiatives Dept.)

Members:

Aarathy R (Faculty member, Degree HI)

Parvathy Pavithran (Faculty member, Degree HI)

Rakesh P S (Faculty member, Degree HI)

Arya Manoharan (Faculty member, ASLP)

Amith G Nair (Hardware Engineer, CATI)

Dr Akila Surendran (Sr Engineer, CATI)

13.2. Training and Industry placement Cell

The TIP cell came into existence in July 2014. It coordinates tests, training and campus interviews forming an interface with the industry and the students. This will encompass all academic programs viz. Bachelor of Audiology & Speech language pathology (BASLP), Master of Audiology & Speech Language Pathology (MASLP), Degree(HI), DISLI and Diploma in Early Childhood Special education (Hearing impaired) (DECSE)(HI). The main objective of the TIP cell is to help the final year students of bachelors, masters and diploma to get job placements at various organisations, clinics, hospitals etc. in India and abroad. TIP cell is also open to help former students get placed. All communications and job notifications are reviewed and displayed on the notice board of TIP. Volunteers and mentors from various organisations conduct mock interviews for the prospective candidates.

Coordinator- Shirly G (Head, New Initiatives)

Purpose

- Career counselling for students.

- Prepare students for interviews
- Develop relationship with various industries
- Organize job fairs for persons with disabilities to provide corporate India with exposure to the rich talent pool available in NISH (at a later time as we grow)
- Liaison with placement & training agencies to conduct training, hand-holding and job coaching
- Conduct research on issues related to employment, integration at workplace, retention of jobs or similar issues that can enhance rehabilitation and integration

Target

- To develop Soft skill
- To enhance Communication ability
- To provide Pre-placement training & On the Job Training
- To offer Additional skill development training
- To induce and sensitise the disability programs for trainers
- To arrange campus interviews

13.3 College Union

The NISH College Union elections are performed as per notifications given by Kerala University and Kerala University of Health Sciences. The voting is conducted and the student union is formed by electing union members for appropriate posts based on the maximum number of votes. Since 2014, voting has been conducted online using Google Form created by Ms. Parvathy, Senior Software Engineer at NISH.

The following members constitute the College Union of Kerala University

- (1) The Chairperson
- (2) The Vice-Chairperson
- (3) The General Secretary
- (4) The Councillor(s) to the University Union Office Bearers

- (5) The Editor of the College Magazine
- (6) The Arts Club Secretary
- (7) The Sports Secretary

The following members constitute the College Union of Kerala University of Health Sciences

- (1) The Chairperson
- (2) The Vice-Chairperson
- (3) The Vice-Chairperson (women)
- (4) The Secretary
- (5) The Joint Secretary
- (6) The University Union Councilors to the KUHS Students Union
- (7) The Secretary Fine Arts
- (8) The Students Editor of the College Magazine
- (9) The Secretary Sports and Games

Activities of the College Union include:

- Planning and conducting of Art Festivals, College Day, Sports Day, Onam and Christmas celebrations etc.
- Participation in Kerala University and Kerala University of Health Science youth festival.

13.4 Sports Activities

The sports schedule for students each year includes:

- Physical education sessions
- Coaching and practice of various sports and games
- District Sports Meet for the Deaf
- State Sports Meet for the Deaf
- National Sports Meet for the Deaf

- International Sports Meet for the Deaf
- Inter-collegiate Tournaments
- Intramural Competitions
- Integrated Sports Day at NISH
- Gymnasium for health and fitness

NISH collaborates with Sports Authority of India (SAI) offering coaching for various Games and Athletic events for interested students.

To encourage students towards participation in national and regional levels in sports, incentives, including travel expense and duty allowance are provided.

NISH offers cash awards to the winners of university, national and international level competitions.

13.5 Cultural Activities

The Cultural Club provides guidance, inspiration and the opportunity to the students to participate in individual and group activities.

Staff Advisors : Member Degree HI

Student Representative : Arts Club Secretary

The club supports the students to participate in several cultural activities available to them:

- Inter collegiate festivals held by various colleges
- Kerala University Youth Festival
- Institute Day Celebrations
- Arts Festival organized by the College Union
- Special episodes of popular television shows
- Reality Shows of popular television channels
- Stage performances as part of the programs conducted by government organizations.

Degree HI students participate in various events and have won several prizes. NISH offers cash awards and/or fee concessions to the winners of Kerala University Youth festivals.

14. OVERSIGHT COMMITTEES

14.1 Advisory Committees

14.1.1 Core Operations Group (COG)

The COG is the Executive Director's immediate advisory and strategic support group to oversee the daily operations on campus - academic and non-academic. It was formed to discuss matters related to the campus in general and to arrive at decisions. The COG consists of all department heads. The COG meets regularly every month on the first Tuesday from 9.30 am to 10.30 am. Additional meetings are convened as required by the Executive Director. Minutes of the meetings are prepared by the Administration in Charge and are kept as a record of the decisions. The Student Council Chairperson (or in his/her absence another Student Council representative), is invited for the first fifteen minutes of the meeting to present grievances, if any, of the student community. The group was constituted in July 2011.

14.1.2 International advisory board

An international advisory Board was formed for NISH in 2009. The purpose was to have a team of experts who are well established in their field as well as have an interest in the field of disabilities and rehabilitation who could come together to provide insights and advice to the Executive Director. Their interaction and periodic video and audio conference calls are carried out to provide insights in matters of global partnerships and brainstorm ideas that may be interesting to the growth of NISH. The Board members are also to spread in their circles of influence as appropriate about NISH and its activities. The IAB will have a similar role when reconstituted with the formation of the new University under formation. (To be reconstituted)

14.2 Committees which are mandatory as per Supreme Court, UGC, KU, ISO guidelines

14.2.1 Internal Quality Assurance Cell (IQAC)

The objective of the IQAC is to develop a quality system for conscious, consistent and catalytic programmed action to improve the academic and administrative performance of the Institute and to promote measures for institutional functioning towards quality enhancement through internationalization of quality culture and institutionalization of best practices. It was constituted on 28/05/2015. The IQAC Cell meets every 4 months.

14.2.2 Academic Council

The Academic council oversees and monitors effective strategies for curriculum development, teaching learning methods, and trains the staff on recent technological and conceptual advancement in the curriculum management. It was constituted on 07/02/2014. The academic council at NISH

currently has only an advisory role since the academic decisions regarding curriculum are approved by the Academic Council of Kerala University. The Academic Council with statutory powers will be constituted after the formation of the University.

14.2.3 Anti-Ragging Committee

As per the directions of Supreme Court of India, UGC and the University of Kerala regulations require the formation of an anti-ragging committee and anti-ragging squad. This was constituted in 2010 at NISH. Changes regarding members of committee, members of squad and steps to be taken to curb ragging at NISH are implemented from time to time. A copy of the UGC Regulations on curbing the menace of ragging in higher educational institutions is given to each student admitted to the first year degree program. Affidavit by the new students, senior students and parent/guardian are collected every year from all students. The goal at NISH is to eliminate completely this bad behavior through counseling, creating awareness and encouraging students to think differently. The ARC meets at least twice in a year and reviews the situation.

14.2.4 The Committee Against Sexual Harassment at NISH (CASH-NISH)

CASH-NISH was constituted by the Executive Director on 19/03/2001 and has staff representatives and a representative of an NGO. This committee has no student representatives. This committee will oversee complaints from employees, students or visitors regarding sexual harassment. A sub-committee will perform the investigation and report to the full body CASH-NISH so as to review and take appropriate action.

14.2.5 Alumni Association

Alumni association is an association of former students of NISH from the post-secondary programs. Two staff coordinators oversee the functioning of the Alumni Association. An annual meeting is organized on the second saturday of August every year. The annual meeting is for half a day with opportunities for the alumni to interact with their old friends, teachers and present students. There is an annual and life-time membership offered to the Alumni. All students who graduate are given free membership for the first year after graduation.

The Coordinator and Treasurer of the Alumni Association will be staff members nominated by the Executive Director. Two secretaries are selected from the available alumni members who attend the annual meeting.

The Alumni Association aims to strengthen the professional networking, foster mutually beneficial interaction between the Alumni and the present students and between the Alumni and the staff. It provides information about the current activities ongoing at NISH. The Alumni Association has been functioning from 2013 onwards. Every year, a committee is elected to oversee the activities for the upcoming year. A separate bank account operated jointly by the Staff Member and Executive Director is maintained to keep the funds available.

14.2.6 College Union

The College Union is created mainly to address the problems of students and to provide various awareness programs in and outside campus.

The committee consists of:

- Chairperson
- Vice Chairperson
- General secretary
- Councillor for the University Union
- Editor of the college magazine
- Arts Club Secretary
- Secretary for sports
- 2 Staff Advisors

14.2.7 Steering Committee for Quality Management System

The Steering Committee provides valuable input about systems and processes for Quality Management Systems Development of the Institute. It was constituted on 22/05/2013.

14.2.8 Internal Auditors' Committee

The purpose of the Internal Auditors' Committee is to perform internal audits to check how the quality management system of the Institute is working. An internal audit is conducted twice a year. The Internal Auditors' committee was formulated on 13/01/2013.

14.2.9 Planning Board- UGC

The Planning Board was constituted on 22/09/2014 to formulate the institute's proposal for development after identifying its needs and deciding on its priorities. This is as per the requirements of the UGC so that funds allocated can be effectively used.

14.2.10 NISH Students' Grievances Redressal Cell (NISH-SGRC)

NISH is committed to provide best services and opportunities for development to all its stakeholders especially its students. To ensure a conducive learning environment free from any infringement on the

rights of its students and to facilitate prompt resolution of grievances of students with sensitivity, NISH has constituted NISH Students' Grievances Redressal Cell (NISH-SGRC) on 13th November 2016

14.2.11 RPwD Act Implementation at NISH

A committee was constituted on 22/9/2014 to implement the RPwD Act 2016 at NISH. The committee maintains Employees with Disability @ NISH. It also appointed Grievance Redressal Officer, prepared the Grievance Redressal procedure, made provision to register complaints by employees with disability, developed Equal opportunity policy and displayed in prominent locations in NISH and conducted orientation session on the provisions and requirement of the Act was conducted for all the Employees with Disability (EwD)

Members:

1. Executive Director (Chairperson)
2. Ms. Shirly G., Head, New Initiatives (Convener & GRO)
3. Staff representatives

14.2.12. Accessibility Support Group (ASG)

Accessibility Support Group (ASG) was formed on 9th September 2020 under the leadership of the Degree HI Coordinator. All accessibility support needed for the Deaf and Hard of hearing are to be communicated and channelled through this group. The ASG will be responsible for providing interpreters, overseeing the quality of sign language and interpretation in all the video publication done by NISH. The group will also work with CCMD in the production of ISL videos.

Committee members:

- Raji Gopal (Coordinator, Degree HI) -Coordinator
- Santhi PS(ISL Interpreter)- ISL interpretation, translation, quality check
- Prasanth R.L (Faculty member, Degree HI) - ISL interpretation, quality check, and editing(when required)
- Sarun Simon (Lab Assistant, Degree HI) -signing , editing
- Sandeep Krishnan(ISL Teacher)-ISL quality check, signing of content

14.3 Committees constituted for Faculty Improvement /Academic Development of students

14.3.1 Review Authority for Research (RAR)

RAR is formed as a review committee that oversees research studies done at NISH where the subjects are either staff, students or customers of NISH. Any research study done at NISH will have to be submitted first to the Review Authority for Research (RAR) beforehand and the team will review and suggest modifications or corrections as required. The final approval is required before the start of the research study. The RAR will review and approve papers submitted to conferences and journals for publication. It was constituted in December, 2011.

14.3.2 Library Advisory Committee (LAC)

LAC was constituted on 4th of October 2013. Representations from various segments of staff and students form the committee. The Library Advisory Committee meets periodically as needed to review the operations, advise modifications and plans for introducing new services and technologies as appropriate. The MOM of the LAC is prepared and kept for records by the Librarian.

14.3.3 Knowledge Enhancement and Learning Program (KELP)

KELP is a program started with the aim of providing a platform for enhancing professional and general knowledge for staff through various tools available online and offline. It is intended to motivate the staff to utilize the available online resources effectively. This includes sharing interesting TED Talks, information about MOOC (Massive Online Open Courses), YouTube videos etc. Moreover, KELP intends to start 'KELP - Dialogue' where interactive sessions on specific topics are organized regularly. Regular meetings are organized to foster knowledge transfer. NISH Project Board has approved MOOC course fees to be reimbursed to staff who take approved MOOC courses and apply for certificates. The KELP committee oversees evaluation and approval of MOOC courses at NISH.

14.3.4 Ethics and Excellence Committee - ECG++

The ECG++ is the guiding group that ensures ethics and excellence in all the NISH activities. Communication, branding, motivational talks, monthly interactions, accountability, "keep the fire burning" and code of ethics are the seven task forces responsible for various aspects of the mission to create a culture of excellence and ethics. The main objectives of the committee are

- Encouragement of activities that will lead to the development of an inclusive set-up
- To develop a commitment towards high standards and continuous improvement
- To be able to demonstrate emotional intelligence, integrity and responsibility
- To initiate discussions that will encourage openness, critical thinking, creativity and innovation.
- To be able to develop professionally positive and productive relationships

- To improve communication and collaboration between departments with efficiency and effectiveness
- To maintain transparency and accountability from top trickling down to the bottom including students.
- To bring students into the culture of Excellence & Ethics guided by staff

14.4. Committees for Student Support

14.4.1 Bhoomitra Sena Club

Bhoomitra Sena has been contemplated under the state plan scheme for the colleges of the state for strengthening the commitments of the students towards environmental protection. For that the state proposed to launch the “Bhoomitra sena programs”. This program is intended to establish Bhoomitra Clubs (BMC) in all districts via the colleges of the state.

Activities:

- Organise seminars, debates, lectures and popular talks on environment.
- Organise awareness camps to propagate waste minimization and personal hygiene habits and sustainable lifestyles.
- Prepare locally relevant resource material and get it printed.
- Action based on activities like tree plantation cleanliness drives both within and outside the college campus.

14.4.2 Cultural Club

The Cultural Club provides guidance, inspiration and opportunity to students to participate in individual and group activities.

Staff Advisors	:	Member, Degree HI
Student Representative	:	Arts Club Secretary

The club supports the students to participate in:

- Inter collegiate festivals held by various colleges
- Kerala University Youth Festival
- Institute Day Celebrations

- Arts Festival organized by NISH college union
- Special episodes of popular TV shows
- Reality Shows of popular TV channels
- Stage performance as part of the programs conducted by Govt. organizations.

It organises film festivals and self-defense sessions at NISH.

14.4.3 Gravity Club

Gravity club was formed to promote real integration among the hearing and hard of hearing students on the campus. The main objective of the club is to promote the activities that will lead to an integrated society. The vision for Gravity Club is to represent and support an inclusive and vibrant student community in which members have the opportunity to create awareness about disability in society and maintain an integrated atmosphere in the campus.

The activities include:

- Promoting various integrated activities
- Organising various awareness programs inside and outside the campus

14.4.4 Scholarship Committee

The Scholarship Committee is constituted by the Executive Director and consists of HoDs of the different academic programs at NISH. The scholarship fund is raised from willing donors either through corpus funds created by them or by one time or regular contributions. NISH Scholarship fund is to provide financial support for academically brilliant but financially needy students at NISH. The committee was constituted on 06/09/2012. A separate bank account is maintained for the scholarship fund. The committee oversees evaluation, selection and disbursement of scholarship to students. Specific guidelines are formulated and followed to evaluate and select appropriate candidates. No application is required. Class coordinators are authorized to fill a matrix and submit applications of students who may be found eligible. The Scholarship committee reviews the same and selects the awardees based on the criteria. The number of scholarships is determined by the funds available in the current year.

14.5 Committees constituted for outreach programs

14.5.1 Access Hub

Access Hub is a web resource about disability resources in India, developed in collaboration with School of Information University of Michigan, CIS Bangalore and Inclusive Planet Chennai. Launched

in June 2014, there is a team involved in maintaining and updating the website regularly with the policies, service providers, news etc.

14.5.2 Parent Support Group for Hearing Impairment

The parent support group for parents of children with hearing impairment was formulated on 15/01/2014 with the objective to educate, empower and support parents of children who have been identified as having hearing loss. The goal of the support group is to conduct awareness classes by various professionals for the parents of children with hearing impairment and provide required strategic support from successful parents. The committee includes staff from EID, ASLP, Social work Allied service and a parent of an EIP student.

14.5.3 NIDAS -TEC

National Institute of Speech & Hearing (NISH) along with the Directorate of Social Justice conduct NISH online Interactive Disability Awareness Seminar (NIDAS) on every third Saturday. It was started in November 2015. The purpose is to reach out across the globe to a large number of parents and caregivers, who are not aware of the implications of disability. Technical Evaluation Committee reviews the presentation, handout and vocational paper.

14.6 General Administration

14.6.1 Canteen Committee

The Canteen committee oversees the operation of the Cafeteria on campus. The committee is involved in the selection of the contractor, reviewing of the operations periodically, collection of feedback from the consumers (students, staff, visitors) and recommending changes as needed from time to time. The committee aims to provide an enjoyable, nutritious and attractively presented selection of food and drinks at reasonable prices. The Committee will do random checks and take feedback from consumers to ensure high standards of food safety and hygiene in relation to the preparation, storage and serving of food at the canteen, consistent with the acceptable food standards. It also provides an opportunity for the student community to participate in decisions concerning the operations of the canteen facility. It was constituted on 12/6/2011.

14.6.2 Green Protocol Compliance Committee

The Green Protocol Compliance Committee (GPCC) at NISH was formed on 9th May 2018 to ensure green protocol compliance, initiated by Haritha Keralam mission, Govt. of Kerala. The GPCC replaces the waste management committee which was formed on 2nd Dec 2015. Green protocol is essentially a set of measures which when implemented results in significant reduction of waste with primary focus on prevention of use of disposables and using reusable alternatives like glass/stainless steel/porcelain cutleries. The committee decides on various strategies to reduce waste generation and safe disposal of the waste whatsoever generated, inside the campus. The members of this committee have a responsibility to conduct awareness programs on this inside the campus.

14.6.3 Staff Bus Coordination Committee

The staff bus coordination committee was constituted on 30th October 2015. The primary aim is to solve matters concerning staff transportation. Discussing and resolving individual grievances of the staff relating to transportation services provided to NISH staff. One of the core responsibilities of this committee is to monitor and ensure timely running of buses, hence maintaining effective services to NISH staff.

14.6.4 Technical Committee

Technical committee is in place for all major technical purchases, including equipment, computers, software etc. Director Kerala State IT Mission (KSITM), is in his personal capacity as Chairperson. The committee was initially formed on 2nd October 2015.

14.6.5 Construction Committee for civil works

Construction committee to oversee all civil works chaired by retired chief engineer.

15. COMPLAINTS & GRIEVANCES

Complaints / grievances are collected through the following modes:

- Dalit redressal: The link is provided on the homepage of the website to allow students to register complaints of caste discrimination against them. A register is kept on the table of a senior faculty member to register complaints of caste discrimination against Dalit students. There have not been any instances of complaints reported thus far, and hence no action has had to be taken.
- CASH-NISH: NISH has formulated a Committee to Address Sexual Harassment at NISH (CASH-NISH). This committee oversees all complaints from employees, students or visitors regarding sexual harassment. A sub-committee performs the investigation and reports to the full body committee so as to review and take appropriate action. NISH has a documented policy to deal with cases of sexual harassment in NISH. It explains what sexual harassment is, what you should do if you are sexually harassed, what happens after a complaint is made, penalties and harassment investigation protocol. The policy makes it clear that it is unlawful to harass a person because of that person's sex and that it is also illegal to harass a woman by making offensive comments about women in general. The policy contains the laws and acts passed by the various Governments to deal with any case of sexual harassment.

There have not been any instances of sexual harassment so far, and hence no action has had to be taken.

- Anti-ragging: Ragging in any form is strictly forbidden inside the campus. Ragging is a cognizable offence and NISH will not hesitate to take stern action against offenders. NISH has an anti-ragging policy and procedure to curb the menace of ragging and to award punishment if necessary. The institution has an anti-ragging committee.

There have not been any instances of ragging reported so far, hence no action has had to be taken.

- Students / Parents complaint register: A register is kept on the table of a senior faculty member to register any complaint. The ISO Team Leader initiates corrective action by informing the concerned HoD/ process owner and corrective action is taken. It is reported to the Executive Director during Management Review Meeting.
- Service Feedback Form: Feedback forms are kept on the reception counter. Feedback is collected randomly from the clients. Feedback, complaints and/or suggestions deposited in the suggestion box in the lobby is verified by the social worker on a weekly basis and complaints if any, are reported to the concerned HoD. There is provision to meet the Executive Director or to contact him in person by calling on his mobile.
- Complaint Register: Clients write complaints, if any, in the register kept on the table of the social worker. It is verified by the social worker on a weekly basis. Action taken is noted in the register.

16. GENERAL ADMINISTRATION

The administration process consists of several umbrella activities providing support to other processes and procedures to ensure smooth functioning of the Institute as a whole. While this process does influence the working at the Institute, its impact on the quality of the core services provided by the institute is generally of indirect nature and is often marginal.

The Administrative Officer, working under the direct control of the Executive Director, implements this process and is assisted by Assistants

16.1. Inputs and Outputs

The inputs to and outputs from this process are as described below:

- Inputs:
 - Latest versions of service rules and administrative and financial rules of the State and Central Governments as made applicable at NISH.
 - Rules and Regulations of RCI.

- NISH Policies
- Outputs:
 - Office orders / memos / notices to employees on relevant matters
 - Reports required by statutory authorities of State and Central Governments and RCI.
 - Legal documents as required and specified by the legal advisers.
 - Audited financial statements.

16.2. Methodology

The methodology for implementing the major activities of this process is as follows.

16.2.1 Establishment

- The administration section opens, maintains and closes the service records of all the employees of NISH. The service record is opened when the employee is converted to consolidated pay or scale of pay, maintained as long as the employee is in service at NISH and is closed when the employee leaves the institute either because of retirement or because of service termination.
- The service record of an employee includes the following details:
 - Appointment orders and joining reports.
 - Leave details (available and utilized) for different categories of leave as specified in the service rules prevailing in the institute. These details are made available to the employee upon request.
 - If an employee utilizes leave with loss of pay or if it is a case of leave without authorization, a deduction in the salary is specified by the Executive Director. The appropriate details are recorded and are used in calculating the pay due to the employee for the period concerned.
 - The Executive Director, directly or upon the recommendation of a Head, and with the concurrence of the Management, may initiate disciplinary proceedings against any employee found to be violating the rules / norms prevailing at the institute. Details of such proceedings along with final actions taken are maintained in the service records.
 - In accordance with prevailing rules and regulations, the due date for the next increment is recorded and the salary is appropriately revised when due.

- In accordance with prevailing rules and regulations, the Executive Director, in consultation with a committee of designated Heads, decides on the career advancement promotions (to the positions of Senior Lecturer etc.) of eligible employees. These decisions are usually taken once a year at a convenient time as decided by the Executive Director.
- When an employee leaves the institute either because of retirement or because his / her services are terminated by the Executive Director, the Administration settles all the claims of the employee in accordance with prevailing rules and regulations and closes the service record of that employee.

16.2.2 Interface with External Agencies

- The Administration keeps track of the requirements for interfacing with external agencies like the affiliating University, RCI, State Government etc. and fulfills them as described in this section. This interface is necessary to secure / continue the affiliation with the University, secure / continue recognition from RCI and secure / continue approvals from the State Government. In accordance with prevailing rules and regulations, the Administration cell prepares the reports to be submitted to these external agencies and submits them when they are due along with the necessary payments.
- When the committees from these external agencies visit the Institute for inspection, the Administration department makes the necessary arrangements. It coordinates with the departments / sections concerned and works under the guidance and control of the Executive Director to ensure that all the statutory information and requirements stipulated by the visiting committees are taken care of suitably.
- From time to time, the Institute may apply to various external agencies like RCI, State/ Central Government agencies etc. for grants for a variety of Research and Development activities. In all such cases, the Administration section, in coordination with the departments / sections concerned and under the guidance and control of the Executive Director, ensures the proper implementation of the interface requirements.

16.3 Accounts

- The institute receives income from a variety of sources like Management, Students (by way of fees etc), external agencies like RCI (by way of grants). Similarly, it incurs expenditure on a variety of heads like salaries for employees, fees to be paid to external agencies, developmental works at the Institute etc.
- The administration section maintains records of all such financial transactions in accordance with the best accounting practices.

- The accounts are duly audited and statements of accounts are submitted to appropriate authorities such as the Income Tax Office, in accordance with the prevailing rules and regulations. These financial statements are submitted to the Management as well.

16.4 Legal Matters

- The institute will have to deal with several legal issues arising out of its transactions with students, employees, and statutory authorities like Income Tax Office, Provident Fund Commissioner's Office, City Corporation etc.
- In all such legal issues, the administration cell, working under the control of the Executive Director and Management, and in coordination with the Legal Advisers of the Institute, implements the necessary actions. Records of all such transactions are maintained.

16.5 Records and Formats

- Service records of employees retained for one year after the employee leaves the organization and then archived.
- Copies of all reports submitted to external agencies, retained for three years and then archived.
- Records of all legal transactions, retained as long as the cases are pending. Archived after the case is concluded.
- Statements of accounts, permanent records.

17. MAINTENANCE

17.1 Introduction

At NISH various equipment are procured and used to ensure that effective teaching and related services are rendered to the staff and students during their tenure at the institution. There is a process of maintenance of such equipment to ensure that their operational status is always adequate for implementing the teaching and related clinical processes. Such a maintenance process consists of preventive as well as corrective maintenance activities.

The maintenance process is implemented by the maintenance engineer in consultation with the departments and the Executive Director and also by the Head of individual departments.

- Inputs:
 - Breakdown intimations from the departments.
 - Department-wise lists of procured equipment.

- Lists of vendors with whom the institute can enter into annual maintenance contracts (AMCs)
- Outputs:
 - Lists of vendors with whom the institute has entered into annual maintenance contracts (AMCs)
 - Satisfactory operation reports from the departments.
 - AMC reports
 - Breakdown analysis reviews
 - Inventory / Quantity Checks and Statements

17.2 Methodology

17.2.1 Preventive maintenance

- Preventive maintenance is done by individual departments for the equipment they use and the responsibility rests with the concerned HoD.
- A master list of equipment is maintained by each department.
- Every equipment in the list is assigned a unique identification code and the same is marked on the equipment as well to make tracking simpler.
- Critical equipment in the list are identified and a preventive maintenance checklist is maintained for such equipment along with a schedule indicating frequency of maintenance and checking..
- For the critical equipment, lists of commonly found unsatisfactory operational conditions and the actions to be initiated when such conditions are observed are prepared and displayed near the equipment.
- Preventive maintenance records are maintained.
- Each department organizes a physical inventory of all the equipment in the department once a year and records instances of loss, damage, theft etc. and reports them to the Executive Director with all relevant details for further action.

17.2.2 Breakdown maintenance

- The maintenance department headed by the maintenance engineer does breakdown maintenance for the common facilities of the organization.
- Every department (through its concerned HoD) raises a breakdown intimation with details of problem, breakdown, equipment name, code and location to the Executive Director / Maintenance department.
- Upon receipt of details, necessary repair / rectification action along with the estimated cost is submitted to the Administrative Officer (AO), who discusses the matter with the Executive Director for approval, after making modifications if required. Following approval from the Executive Director, necessary repair / rectification action is initiated and the equipment is restored to satisfactory operating condition. Records of approval by the Executive Director are retained by the concerned authority.
- Records of breakdown maintenance are maintained.

17.2.3 Centralized maintenance

- Centralized maintenance is mainly in the form of outsourcing maintenance activities through Annual Maintenance Contracts (AMCs).
- The AO in coordination with the maintenance engineer and concerned HoD identifies the equipment that are to be brought under AMC.
- A list of service providers for AMC is maintained with concerned departments and this list will be periodically reviewed and updated.
- The initial enquiry, interaction, receipt of quotation, and defining of scope of work is done by the maintenance engineer and he presents a comparative study of quotation received from various vendors to the Executive Director for decision.
- Concerned department has the records of AMCs provided and also the contracts / agreements with AMC providers.
- As and when any problem is reported regarding the equipment that is under AMC, the maintenance engineer pursues the matter with the AMC provider and gets the equipment rectified. He will also follow up with them for adherence to various contract terms such as preventive checks, periodic visits etc.
- Records of problems and satisfaction reports of user departments are maintained.
- The annual maintenance services provided by the vendors are evaluated on an annual basis before renewal of the AMCs.

17.2.4 Records / Formats

- Breakdown intimation reports, maintained for one year or until they are analyzed, whichever of the two is later.
- Breakdown maintenance records, maintained for one year or until they are analyzed, whichever of the two is later, and then archived.
- Records of the Executive Director's approvals for repair actions.
- Lists of vendors who can provide annual maintenance services for different categories of equipment. Permanent records are maintained up to date.
- Master list of equipment.

Permanent records

- Records of preventive maintenance maintained for two years and then archived.
- List of current AMCs, updated every year.
- Inventory statements of equipment and reports to the Executive Director on loss, damage, theft etc. of equipment, if any, retained until the completion of the follow-up action specified by the Executive Director.

18. ROLES AND RESPONSIBILITIES

18.1 Administration

18.1.1 Executive Director

The Executive Director is responsible for the day-to-day operations of the organization, which includes developing strategic plans, managing committees and staff as well as developing plans in association with the board.

Specific Duties:

Leadership

- Organize project board meetings as member secretary
- Participate with the Board of Directors in developing a vision and strategic plan to guide the organization

- Identify, assess, and inform the Board of members of internal and external issues that affect the organization
- Act as a professional advisor to the Board on all aspects of the organization's activities
- Foster effective teamwork between the Board and the Executive Director and between the Executive Director and staff
- In addition to the Secretary of the Board, act as a spokesperson for the organization
- Represent the organization at community activities to enhance the organization's community profile

Operational planning and management

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensure that the operation of the organization meets the expectations of its clients, Board and Funders
- Oversee the efficient and effective day-to-day operation of the organization
- Draft policies for the approval of the Board and prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Board as appropriate
- Provide support to the Board by preparing meeting agenda and other supporting materials

Program planning and management

- Oversee the planning, implementation and evaluation of the organization's programs and services
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board
- Monitor the day-to-day delivery of the programs and services of the organization to maintain or improve quality
- Oversee the planning, implementation, execution and evaluation of special projects

Human resources planning and management

- Determine staffing requirements for organizational management and program delivery
- Oversee the implementation of the human resources policies, procedures and practices including the development of job description for all staff
- Establish a positive, healthy and safe work environment in accordance with all appropriate legislations and regulations
- Recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission
- Ensure that all staff receive an orientation to the organization and that appropriate training is provided
- Implement a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Coach and mentor staff as appropriate to improve performance
- Discipline staff when necessary using appropriate techniques; release staff when necessary using appropriate and legally defensible procedures

Financial planning and management

- Work with staff and the Board (Finance Committee) to prepare a comprehensive budget
- Work with the Board to secure adequate funding for the operation of the organization
- Research funding sources, oversee the development of fund-raising plans and write funding proposals to increase the funds of the organization
- Participate in fundraising activities as appropriate
- Approve expenditures within the authority delegated by the Board
- Ensure that sound bookkeeping and accounting procedures are followed
- Administer the funds of the organization according to the approved budget and monitor the monthly cash flow of the organization

- Provide the Board with regular, comprehensive reports on the revenues and expenditure of the organization
- Ensure that the organization complies with all legislation covering taxation and withholding payments
- Community relations/advocacy
- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization

Risk management

- Identify and evaluate the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill and image, and implement measures to control risks
- Ensure that the Board and staff understand the terms, conditions and limitations of the insurance coverage

18.1.2 Finance Officer

The Financial Officer (FO) is the senior manager responsible for overseeing the financial activities of an entire institution. The FO's duties include financial planning and monitoring cash flow. He or she analyses the institute's financial strengths and weaknesses and suggests plans for improvement. The FO is responsible for overseeing the Accounting and Finance departments, and for ensuring that the institute's financial reports are accurate and completed on time.

Specific Duties:

- Accomplishes finance human resource strategies by determining accountabilities; communicating and enforcing values, policies, and procedures; implementing recruitment, selection, orientation, training, coaching, counseling, disciplinary, and communication programs; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation strategies.
- Develops finance organizational strategies by contributing financial and accounting information, analysis, and recommendations to strategic thinking and direction; establishing functional objectives in line with organizational objectives.
- Establishes finance operational strategies by evaluating trends; establishing critical measurements; determining production, productivity, quality, and customer-service strategies; designing systems; accumulating resources; resolving problems; implementing change.

- Develops organization prospects by studying economic trends and revenue opportunities; projecting acquisition and expansion prospects; analyzing organization operations; identifying opportunities for improvement, cost reduction, and systems enhancement; accumulating capital to fund expansion.
- Develops financial strategies by forecasting capital, facilities, and staff requirements; identifying monetary resources; developing action plans.
- Monitors financial performance by measuring and analyzing results; initiating corrective actions; minimizing the impact of variances.
- Maximizes return on invested funds by identifying investment opportunities; maintaining relationships with the investment community.
- Reports financial status by developing forecasts; reporting results; analyzing variances; developing improvements.
- Updates job knowledge by remaining aware of new regulations; participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Accomplishes finance and organization missions by completing related results as needed.

18.1.3. Accounts Assistant

The Accounts Assistant provides financial information to FO/ ED, preparing and analyzing accounting data and preparing reports.

Specific Duties:

- Prepares financial ledgers, journals and vouchers forming part of Accounting information.
- Provides supervisors with financial information, accurate fiscal projections, and reports as requested.
- Prepares income and expenditure statements and monthly receipts and payments accounts and balance sheets.
- Posts financial transactions including transfers, deposits, and journals; determines and posts closing entries at fiscal year-end; prepares financial records for annual auditing and reporting purposes.
- Compiles and analyzes financial information to prepare entries to accounts, such as general ledger accounts, and document business transactions.

- Establishes, maintains, and coordinates the implementation of accounting and accounting control procedures.
- Monitors and reviews accounting and related system reports for accuracy and completeness.
- Analyzes revenue and expenditure trends and recommends appropriate budget levels, and ensures expenditure control.
- Resolves accounting discrepancies.
- Maintain Bank/ Treasury accounts and reconciliation.
- Payroll related work.
- Statutory compliances.
- Recommends, develops and maintains financial databases, computer software systems and manual filing systems.
- Interacts with internal and external auditors in completing audits.
- May act as a lead worker to other staff in the department.
- Performs miscellaneous job-related duties as assigned.

18.1.4. Coordinator - Academics, Clinics & Intervention Programs

Coordinator of Academics, Clinics & Intervention Programs coordinates and supervises the day-to-day operations related to administration, academics and intervention programs under EIP, DHI, Allied Services and social work.

Specific Duties:

- Managing staff as well as developing plans in collaboration with the administration
- Oversee the planning, implementation and evaluation of the organization's programs and services related to these areas
- Monitor the delivery of the programs and services of the organization to maintain or improve quality
- Assist in the recruitment, interview and selection of staff that have the right technical and personal abilities to help further the organization's mission
- Implement a performance evaluation process for all staff which includes monitoring the performance of staff on an on-going basis and collecting feedback from stakeholders.

- Assist in conducting an annual performance review
- Identify and evaluate the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill, and image
- Provide assistance and support to the Executive Director in problem solving, project planning and management, development and execution of stated goals and objectives
- Coordinates the disposition and/or resolution of individual problems and disputes involving faculty, staff and students, as they arise.
- Deal with student grievances and implement remedial measures
- Chairperson of Students' Grievance Redressal Cell
- Coordinator of Scholarship committee
- Member of Director's Core Operations Group
- Member of IQAC.
- Member of Academic Council
- Member of Committee for addressing sexual harassment at workplace
- Member of Waste management committee
- Member of technical committee for purchases
- Internal auditor for ISO implementation
- Supervises the attendance of the staff members
- Sanctions the leave of HoD's of DHI program, EIP, Allied services and Social work
- Supervises the annual appraisals of HoD's of DHI program, Allied services and Social work
- Ensures smooth conduct of admission and related procedures
- Monitors the smooth functioning, development, infrastructural development and manpower development of all academic and clinical departments.
- All other duties assigned by the Executive Director.

18.1.5 Administrative officer

Manages and executes administrative, project, and executive support activities associated with the office of a core division or equivalent component of the institution. Reporting directly to the Executive Director, serves as the principal point of administrative contact and liaison with internal and external agencies. The officer provides administrative services as appropriate in areas such as fiscal management, public/community relations, faculty, staff, or student affairs, general office administration, and/or development and relations, depending upon the functional area supported.

Specific Duties:

- Oversees and administers the day-to-day activities of the office; develops policies, procedures, and systems which ensure productive and efficient office operation.
- Provides assistance and support to the Executive Director in problem solving, project planning and management, and development and execution of stated goals and objectives.
- Supervises the work of employees in supporting roles, including assigning workload and monitoring employee performance.
- Oversees and facilitates resources management and administration procedures and documentation for the ED.
- Organizes and facilitates meetings, conferences, and other special events; coordinates and attends committee meetings, and participates in committee discussions, as appropriate.
- Coordinates the disposition and/or resolution of individual problems and disputes involving faculty, staff, students, and/or members of the general public, as they arise.
- Information office under Right to Information (RTI) Act.
- Assists in the coordination, supervision, and completion of special projects, as appropriate.
- Performs miscellaneous job-related duties as assigned.

18.1.6 Administrative Assistant

Performs administrative and office support activities for multiple supervisors. Duties may include fielding telephone calls, receiving and directing visitors, word processing, creating spreadsheets and presentations, and filing.

Specific Duties:

- Use computer word processing, spreadsheet, and database software to prepare reports, memos, and documents

- Sort incoming mail, faxes, and courier deliveries for distribution
- Prepare and send outgoing faxes, mail, and courier parcels
- Forward incoming general emails to the appropriate staff member
- Forward voicemail from the general mailbox to the appropriate staff member
- Purchase, receive and store the office supplies ensuring that basic supplies are always available
- Code and file material according to the established procedures
- Update and ensure the accuracy of the organization's databases
- Back-up electronic files using proper procedures
- Provide secretarial and administrative support to management and other staff
- Make travel, meeting and other arrangements for staff
- Coordinate the maintenance of office equipment.
- Performs miscellaneous job-related duties as assigned.
- Reply to legislative questions, RTI questions, etc.

18.1.7 In-charge - HR

The person is responsible for providing support in the various human resource functions, which include recruitment, staffing, training and development, performance monitoring and employee counseling.

Specific Duties:

- Works closely with various departments, assisting line managers to understand and implement policies and procedures;
- Liaises with a wide range of people involved in policy areas such as staff performance and health and safety;
- Recruits staff - this includes developing job descriptions and person specifications, preparing job adverts, checking application forms, shortlisting, interviewing and selecting candidates;
- Develops and implements policies on issues like working conditions, performance management, equal opportunities, disciplinary procedures and absence management;

- Prepares staff service books;
- Advises on pay and other remuneration issues, including promotion and benefits;
- Undertakes regular salary reviews;
- Administers payroll and maintains employee records;
- Deals with grievances and implements disciplinary procedures;
- Develops, in coordination with line managers, HR planning strategies which consider immediate and long-term staff requirements.

18.2 Academics (KUHS)

18.2.1. The Principal

The principal shall be responsible for all the academic activities for KUHS courses

Major duties are as follows:

- Initiate the admission process for KUHS courses and enter the student details on online
- Initiate the affiliation process every year with KUHS
- Monitor all the academic and clinical activities of students
specifically
- shall submit the attendance Certificate for each candidate at the time of registration for examinations
- The Principals/ Heads of Institutions are empowered for granting condonation for shortage of attendance on recommendation by Head(s) of the Department under intimation to KUHS and with the prescribed fee.
- A proper condonation Register shall be maintained in the office of the Principal of the colleges.
- The application by the candidate for re-totalling and photocopies of answer books and score sheets shall be routed through the Principal to the University.
- The internship training shall be regulated by the Principal in consultation with concerned Heads of Departments. Any leave other than eligible leave shall have to be compensated by adequate extension of the duration of the course with approval of the HoD.

- Sanctions the leave of HoD's of ASLP and NDS program
- Principal will report to Executive director

18.2.2. HoD of ASLP

Coordinates, supervises and is responsible for all the clinical and academic activities related to the ASLP department. The reporting officer of HoD ASLP is the Principal, KUHS.

Specific Duties

Coordination and supervision of the duties of clinical and academic work under ASLP:

- Supervises the attendance of the concerned staff members
- Maintains the attendance register of staff members
- Sanctions the leave forms of staff in the department
- Forwards the requests for Earned Leave to the Finance department
- Reports loss of pay (LOP) leaves to Finance Department by the last week of every month
- Maintains Casual Leave register for each year
- Schedules and assigns duties to the concerned staff members
- Supervises the annual appraisals of concerned staff members
- Informs the Admin department of requirements for staff, if any
- Forwards the purchase requirements to the Administration department
- Recommends all bills and conveyance of members in the above departments
- Prepares budget annually
- Prepares the staff academic and clinical time table

Coordination and supervision of the conduct of BASLP, MSc Aud and MSc SLP program

- Point of contact with the University
- Supervises the progress of classes

- Signs and publishes the final attendance of the students and oversees the condonation procedures as per the date given in the Academic Calendar
- Supervises the conduct of the examinations both Internal and University examinations.

University conducted Examinations

- Requests the University for dates for the End Semester examinations
- Signs the application forms of students appearing for University exams
- Receives the hall tickets of the candidates from University
- Assigns staff member to prepare invigilation chart
- Informs the staff members of their duty list and get their signatures
- Prepares the model Question paper and panel list of examiners annually and get it recommended by the Board of chairman for university approval
- Prepares all the necessary documents for course recognition by Rehabilitation council of India
- Preparation of the annual report of the department
- Forwards non-liability forms of graduating students to the Admin and Finance departments
- Authority in deciding and imposing the code of conduct for the students in consultation with the Executive Director. The code of conduct and disciplinary actions are stipulated in the document – 'Principles and Standards with Respect to Academic Integrity for Students' which is also published on the website
- Reviews the statistics of the case load in all the clinical sections
- Assists the staff in research initiatives
- Monitors the smooth functioning, development, infrastructural development and manpower development of all clinical departments.
- Oversees that no fee payment is pending after the due date for payment of the same for each semester and inform the parent/guardian in case if there is any issue

- Keep track of the last date for payment of fees w/o fine, which for Odd semesters is August 14 and for even semesters is Jan 15
- Guides the students in applying for scholarships
- Recommends the requests by students for course certificates and other certificates from college which will be issued from the Admin Department
- Prepares recommendations of deserving students from their class for the NISH Scholarship Fund during the beginning of each semester
- Guides and corrects the presentations of their wards for seminars
- Make arrangements for the external lectures for additional classes as required
- Have the students fill up the online Anti ragging Affidavit once every year
- Oversee student applications for the University Examinations
- Gives the non-liability forms to the students during the last week of class in the final semester to get no dues from the various departments, library and labs.
- Collects the non-liability forms and submits to the Head, who then forwards it to the Admin department. TC, CC and caution deposit are issued from the Admin department and Finance department
- Arranges for the last handshake function where the Executive director and all the staff members meet with these students and bid farewell
- Arranges for a group photo of the batch

*The stipulated dates will be as per the Academic Calendar

18.2.3. Academic coordinator (ASLP)

The Academic coordinator directs the Class Coordinators of BASLP, MSc Aud and MSc SLP programs for the smooth conduct of the same.

Specific Duties

- Prepares the line of action for the coursework for each semester
- Finalizes the class timetables in consultation with the Class Coordinator
- Supervises the progress of course work
- Monitors the course progression throughout the semester and take corrective action

- Compiles the Internal Assessment Statements (Attendance and Marks) submitted by Class Coordinators
- Oversees the condonation procedures as per the date given in the Academic Calendar
- Publishes the Timetable for Examination from University on the notice boards
- Prepares invigilation chart for various university examinations
- Prepares the model Question paper and panel list of examiners annually and submits to the HoD
- Monitors the Research Capacity Building (MASLP dissertations, Clinical Conferences and Journal Club) of ASLP students
- Assists the HoD in preparing all the necessary documents for course recognition by Rehabilitation Council of India
- Assists the HoD in preparing all the necessary documents for course affiliation at the University
- Send the list of students with their admission numbers to the Administration department for entering in the Admission Register
- Pay the matriculation fees collected during time of admission to the University and get the receipt.
- Publishes the Timetable for Examination from University on the notice boards
- Time table preparation for Journal club and clinical conference if the semester specifies the requirement
- Coordinates with university in conducting university examinations and in the conduct of internal and external clinical practicum examinations

18.2.4. Academic Class coordinator (ASLP)

Directs a particular batch of students admitted to the BASLP and MSc Audiology and MSc Speech Language Pathology course from the time of their enrolment till they graduate (3 years and one year of internship for BASLP and 2 years for MSc Aud and MSc SLP)

Specific Duties

- The original certificates of all the applicants are verified by the coordinator before finalizing on the rank list

- Finalizes the class and clinical timetables in consultation with the academic Coordinator and Head of the Department
- Conducts the admission procedure by verifying the original document on the day of admission
- Coordinates with the finance dept. regarding the payment of fees.
- Oversees the condonation procedures as per the date given in the Academic Calendar
- Oversees the following soon after the batch of students are enrolled to the course
 - Sends the list of students to the IT Department for getting the system access and getting email addresses.
 - The list of students with their admission numbers are given to the Admin department for sending letters to all the depots in the corporation to enable the students to apply for KSRTC city bus concession
 - Gives the list of SC/ST/OEC candidates with the details (Name, Account number and details of branch, Aadhaar number, admission number) along with 2 photos, plus two and SSLC certificate copies attested, Caste certificate, Income certificate to the social worker
 - Informs students about SC/ST hostel and Government hostel admission
 - Maintains a identity file for each student with their
 - Submits details of students (Name, Roll number, Course of Study, Validity, Permanent address with phone number, Local Address with phone number) in an excel sheet to the Admin department for procuring ID card for the students
 - Submits list of the students and their date of birth to Admin Department to take medical insurance

Other duties

- Plans and organises students' orientation to theory and clinical session
- Organises students orientation to code of ethics regarding the profession and other rules and regulations
- Time table preparation for Journal club and clinical conference in consultation with the academic coordinator, if the semester specifies the requirement
- Delivers lectures on two core papers in all the semesters

- Clinical posting preparation including external postings
- Maintains a semester file with time line on course completion
- Prepares a monthly review of course progression
- Conducts internal and external viva
- Mentors the students
- Guides and encourages students for research activities
- Oversees the arrangements for examination
- Aware of the discipline of these students like late coming, frequent absence, etc. in college
- Works as chairman of examination Kerala University for the assigned year
- Works in collaboration with University for the smooth run of all examination related activities
- Collects feedback
- Arranges external lectures depending on the need of the topic
- Preparation of exam schedule, halls, Invigilators and external examiners.
- Keeps answer sheets until they are received by the University or are dispatched themselves to avoid latency.
- Prepares the model Question paper and panel list of examiners annually

18.2.5. Faculty - Teaching Staff (ASLP)

The ASLP teaching staff are responsible for imparting knowledge to the students. Each staff member will be assigned lecture classes and practical sessions as per the timetable which is prepared before the start of a semester.

Specific Duties

- Teaches assigned courses
- Conducts classes in the clinical practicum

- Prepares lecture notes
- Prepares PPTs for classes
- Prepares question papers for Internal Assessments (thrice/twice every semester) for BASLP and once/twice every semester for MSc Aud and MSc SLP
- Evaluates the assignments, test papers and journals
- Prepares the model Question paper and panel list of examiners annually for university purposes
- Submits/enters the IA marks in the ASPDR sheets and the signed sheets to the respective class coordinators on or before the date stipulated in the academic calendar
- Counsels and guides students
- Manages disciplinary functions
- Invigilation during exams related to the courses
- Guides journal club clinical conference and other research work of students
- Attends to all other duties assigned by the HoD

18.2.6 Clinical coordinator

The clinical coordinator is responsible for planning, organizing and implementing clinical services at NISH.

Specific Duties

- Plans and organizes clinical services at ASLP department
- Plans and acquires equipment for clinical setting
- Handles parent concerns regarding clinical services
- Prepares the staff clinical time table in consultation with the Head of the Department
- Provides orientation for new clinical staff.
- Reviews the statistics of the case load in all the clinical sections

- Monitors the smooth functioning, infrastructural and manpower developments of all clinical departments.
- Coordinates activities for all special units in association with Unit incharges
- Prepares and maintains protocols for assessments and rehabilitation in various clinics
- Monitors the waiting list for various evaluations in ASLP Department and take necessary action if required.

18.3. Academics (DHI)

18.3.1. HoD Degree HI

Coordinates, supervises and is responsible for all the academic and non academic activities related to the Degree(HI) department.

Specific Duties

Coordination and supervision of the conduct of Degree programs for the deaf and hard of hearingImpaired

- Point of contact with the University
- Finalizes the timetables and classes
- Supervises the progress of classes
- Approves and publishes the IA marks submitted by class coordinators on the date specified in the academic calendar
- Signs and publishes the final attendance of the students and oversees the condonation procedures as per the date given in the academic calendar
- Recommends the requests by students for course certificates and other certificates from college which will be issued from the Admin Department
- Coordinates revision of scheme, syllabus, etc. of existing courses

- Informs the Finance and Administrative department when a student discontinues the course or oversees removal of his/her name from the rolls.
- Sends the students' roster to the Finance and Administration department prior to the registration of each semester. (The roster should be approved by HoD as well as the Executive Director.)
- The HoD informs the students, class coordinators and Finance department the important dates concerned with registration like commencement of registration, last date of registration without fine, last date of registration with fine etc. The last date for registration without fine is fixed as July 15 for odd semesters and January 15 for even semesters. Due to unforeseen reasons the dates may change.
- Supervises the conduct of the examinations both Internal and University.
- Requests the University for dates for the End Semester examinations
- Signs the application forms of students appearing for University exams
- Receives the hall tickets of the candidates from University
- Assigns staff member to prepare invigilation chart
- Informs the staff members of their duty list and get their signatures
- Custodian of IA , semester and DACE examination answer sheets

Coordination and supervision of the duties of staff members coming under Degree (HI)

- Supervises the attendance of the concerned staff members
- Maintains the attendance register of staff members
- Acts as the attendance Controlling officer
- Sanctions the leave forms of staff in the above departments
- Forwards the requests for Earned Leave to the Finance Department
- Reports loss of pay (LOP) leaves to Finance Department by the last week of every month

- Maintains Casual Leave register of each year
- Schedules and assigns duties to the concerned staff members
- Maintains and verifies semester plan and class reports of teaching staff
- Initiates syllabus and scheme revision every 5th year
- Administers the annual performance appraisals of staff
- Informs the Admin department of requirement for staff, if any
- Forwards the purchase requirements to the Administration department
- Recommends all bills and conveyance of members in the above departments
- Prepares the annual budget for the concerned departments
- Prepares the Annual Report of activities coming under Degree (HI)
- Coordinates DACE -aptitude test for admission to Degree (HI) programs and also responsible for deciding admission criteria in consultation with ED
- Point of contact with ISLRTC
- Prepares all the necessary documents for DISLI course recognition by Rehabilitation council of India
- Coordinates ISL classes for various sections of the public which includes IT, parents, SCERT, teachers and students of other colleges
- Coordinates all faculty training/development programs within the department
- Assigns interns applying for internship to various departments within Degree(HI) and monitors the internship
- Supervises and coordinates NIM-TIE
- In charge of coordinating ISL interpretation duties within and outside the institution
- Oversees / supervises the preparation of educational/ awareness/general videos in ISL

- Point of contact for collaborative activities/programs with organisations, institutes outside NISH and also with other departments in NISH and its supervisionAddresses regular PT meetings
- Member of the Director's Core Operations Group (COG) of NISH
- Member of Anti ragging committee
- Convenor of CASH-NISH committee
- Internal auditor in the ISO committee
- Member of IQAC
- Member of the Academic Council
- Coordinator- Accessibility Support Group (ASG)

18.3.2. Program coordinator (DHI)

Coordinates, supervises and is responsible for the activities related to the department (Computer Science/ Fine Arts/ Commerce). The Program Coordinator is in charge of the specific program (BSc (Computer Science)/ BFA /B.Com).

Specific Duties

Coordination and supervision of the conduct of Degree programs for the Hearing Impaired

- Preparation of the timetables and subject allocation
- Supervises the progress of classes
- Approves and publishes the IA marks submitted by class coordinators on the date specified in the academic calendar
- Submit the final attendance of the students and reports to the HoD for the condonation procedures as per the date given in the academic calendar
- Coordinates revision scheme, syllabus etc. of the program
- Informs the HoD when a student discontinues the course or oversees removal of his/her name from the rolls.

- Sends the students' roster to HoD prior to the registration of each semester. (The roster should be approved by HoD as well as the Executive Director.)
- Schedules and submit to HoD for approval the important dates concerned with registration like commencement of registration, last date of registration without fine, last date of registration with fine etc. The last date for registration without fine is fixed as 15 days after the commencement of semester.
- Supervises the conduct of the internal examinations of the program

Coordination and supervision of the duties of staff members who fall under the program

- Acts as the attendance controlling officer of the department
- Maintains the attendance register of staff members in the department
- Sanctions the leave forms of staff in the department
- Forwards the requests for Earned Leave to the Finance Department
- Reports Loss Of Pay (LOP) leaves to HoD-DHI by the last week of every month
- Maintains casual leave register of the department each year
- Schedules and assigns duties to the concerned staff members
- Maintains and verifies semester plan and class reports of teaching staff
- Supervises the annual appraisals of staff members with HoD
- Informs the HoD of requirement for staff, if any
- Forwards the purchase requirements to the HoD-DHI
- Recommends all bills and conveyance of members in the department
- Prepares the annual budget for the concerned department and submits to HoD
- Prepares the Annual Report of activities that fall under the department

18.3.3. Class coordinator (DHI)

Guides a particular batch of students admitted to a course from the time of their enrollment to a degree program till they pass out.

Specific Duties

- Keeps record of all the personal details including contact numbers of students and parent/guardian, hostel details, etc.
- Have knowledge of the progress of the students
- Guides the students
- Is aware of the expected discipline of the students like punctuality, attendance etc. in college.
- Ensures that the students bring the leave forms signed by their guardian to explain their absence from class
- Point of contact for parents of the students concerned
- Point of contact between the students and college
- Collects the mark sheets of Internal assessments from concerned teachers and submit to the Head on or before the stipulated date
- Submits the attendance of these students in their present semester to the Head on or before date mentioned in the academic calendar
- Makes arrangement for the conduct of the IA and End Semester examinations of their batch of students
- Collects and keeps the question papers for their batch ready for each IA examination before the commencement of the examinations itself
- Oversees that no fee payment is pending after the due date for payment of the same for each semester and inform the parent/guardian in case if there is any issue
- Keeps track of last date for paying of fees w/o fine, which for Odd semesters is July 15 and for even semesters is January 15, unless changed due to unforeseen circumstances
- Guides the students in applying for scholarships
- Recommends the requests by students for course certificates and other certificates from college which will be issued from the Admin Department
- Prepares recommendations of deserving students from their class for the NISH Scholarship Fund during the beginning of each semester
- Guides and corrects the presentations of their wards for seminars
- Coordinates industry visits

- Have the students fill up the online Anti ragging Affidavit once every year
- Guides the students in seminars
- Oversee that the students apply for the University Examinations
- Makes necessary arrangements for Parent Teachers meeting
- BFA class coordinators have the additional responsibility of taking their class to various exhibitions, gallery visits, and organizing camps.

18.3.4. Faculty (DHI)

Faculty is responsible for imparting knowledge to the students. He/she will be assigned lecture classes and practical sessions as per the timetable which is prepared before the start of a semester. During practical sessions he/she will be assisted by Lab Assistants.

Specific Duties

- Teaches assigned courses
- Prepares semester plan for the assigned courses
- Prepares monthly class reports of their assigned courses
- Conducts practicals
- Prepares lecture notes and PPTs in very simple language for classes
- Prepares assignment questions, test questions and quiz questions, lab questions (3-5 sets for every lab exam) for Internal Assessments (thrice every semester)
- Evaluates the assignments, test papers and quizzes
- Evaluates the practical exams
- Submits the IA marks to the respective class coordinators on or before the date stipulated in the academic calendar

- Sets up the required laboratories, prepares the lab manuals, and handles the laboratory sessions as assigned.
- Evaluates the lab questions
- Corrects rough records and Fair records
- Counsels and guides students
- Helps in the management of student affairs, including sports, cultural and club activities
- Manages disciplinary functions
- Helps NISH in the management of the various activities central to academics
- Helps in curriculum development
- Performs assigned duties in admission process, academic/administrative committee work
- Invigilation during exams related to the courses
- Assists in preparation of timetables
- Assists in internship programs
- Assists in preparation of examination schedules
- Interprets during meetings and other functions
- Guides Project work of students – major and minor
- Performs all other duties assigned by the Head/Executive Director

18.3.5. Lab in Charge

A staff member from the department of Computer Science who is in charge of a computer lab.

Specific Duties

- Ensures and oversees that the lab facilities are working properly
- Sends requests for new equipment and other requirements – PCs, peripherals, projectors, furniture, software and any other thing needed for the lab - to the HoD

- Forwards the complaints reported by the Lab Assistant to the HoD with copy to System Administrator for rectification. Also registers the complaints online in the form given by the System Administrator

18.3.6. Lab Assistant

The primary responsibility of the lab assistant is to provide student support during laboratory sessions. In general he/she looks after the daily functioning and maintenance of the Computer Lab

Specific Duties

- Looks after the daily functioning of the computer lab.
- Reports issues of PCs and peripherals and other lab facilities to the Lab in Charge.
- The complaints are emailed to the Lab in Charge.
- Assists the teaching faculty in conducting the lab sessions.
- Maintains laboratory hardware, software, and other materials and ensures proper security
- Oversees the usage of computers and facilities in the lab by students.
- Makes backups of lab exams
- Handles the remote of the Projector
- Oversees the cleaning, i.e. dusting of PCs in the lab once a month in order to maintain a clean working environment
- Assists the HoD with the routine office work and data entry
- Enters the marks of examinations in the software and prints them.
- Assists in issuing Railway passes (concession forms) to the students with hearing impairment

18.3.7. ISL interpreter

Specific duties

- Provide interpreting service for all official programs in NISH
- Provide interpreting service for all official programs outside NISH including legal, state bodies like KSDMA, conferences, seminars, webinars, govt and corporate meetings, news, etc

- Video translations into ISL
- Assists the course coordinator in administrative duties
- Teach DISLI theory and practical papers
- Guide and mentor DISLI students for interpretation
- All other duties assigned by HOD
- Member of Accessibility Support Group(ASG)

18.4. Dept. of Neurodevelopmental Sciences

18.4.1. HoD Neurodevelopmental Sciences

Coordinates, supervises and is responsible for all the clinical and academic activities related to the NDS department. The reporting officer of HoD NDS is the Principal, KUHS.

Specific Duties

Coordination and supervision of the duties of clinical activities under NDS:

- Supervises the attendance of the concerned staff members
- Maintains the attendance register of staff members
- Sanctions the leave forms of staff in the above department
- Forwards the requests for Earned Leave to the Finance department
- Reports loss of pay (LOP) leaves to Finance Department by the last week of every month
- Maintains Casual Leave register for each year
- Schedules and assigns duties to the concerned staff members
- Supervises the annual appraisals of concerned staff members
- Informs the Admin department of requirements for staff, if any
- Forwards the purchase requirements to the Administration department
- Recommends all bills and conveyance of members in the above departments
- Prepares budget annually
- Prepares the staff clinical time table

18.4.2. Faculty - Teaching Staff (NDS)

The teaching staff at NDS are responsible for imparting knowledge to the students for B. ASLP and MSc Audiology and MSc. Speech Language Pathology programs. Each staff member will be assigned lecture classes and practical sessions as per the timetable which is prepared before the start of a semester by the Department of ASLP

Specific Duties

- Teaches assigned courses
- Conducts classes in the clinical practicum
- Prepares lecture notes
- Prepares PPTs for classes
- Prepares question papers for Internal Assessments (thrice/twice every semester) for BASLP and once/twice every semester for MSc Aud and MSc SLP
- Evaluates the assignments, test papers and journals
- Prepares the model Question paper and panel list of examiners annually for university purposes
- Submits/enters the IA marks in the ASPDR sheets and the signed sheets to the respective class coordinators on or before the date stipulated in the academic calendar
- Counsels and guides students
- Manages disciplinary functions
- Invigilation during exams related to the courses
- Guides journal club clinical conference and other research work of students
- Attends to all other duties assigned by the HoD

18.4.3. Clinical Unit In-charge (NDS)

The clinical coordinator is responsible for planning, organizing and implementing clinical services at NISH. This also includes counselling programs, initiating parental awareness programs etc for the parents of children with developmental disabilities.

Specific Duties

- Plans and organizes clinical services at NDS department
- Plans and acquires equipment for clinical setting
- Handles parent concerns regarding clinical services
- Prepares the staff clinical time table in consultation with the Head of the Department
- Provides orientation for new clinical staff.
- Maintains and reviews the statistics of the case load in all the clinical sections
- Monitors the smooth functioning, infrastructural and manpower developments of all clinical departments.
- Coordinates activities for all special units in association with Unit incharges
- Prepares and maintains protocols for assessments and rehabilitation in various clinics
- Monitor the waiting list for various evaluations in each unit and take necessary action if required.

18.5 Allied Department

18.5.1. HoD – Psychology & Allied Department

Coordinates, supervises and is responsible for the activities related to the departments namely Psychology, Physiotherapy, Occupational Therapy and Medical.

Specific Duties

Coordination and supervision of the duties of staff members coming under Allied Services

- Supervises the attendance of the concerned staff members.
- Acts as the attendance controlling officer.
- Sanctions the leave forms of staff in the above departments
- Reports LOP leaves to the Finance Department by the last week of every month.
- Schedules and assigns duties to the concerned staff members
- Supervises the annual appraisals of concerned staff members

- Informs the Admin department of requirements for staff if any
- Forwards the purchase requirements to the Admin department
- Recommends all bills and conveyance of members in the above departments
- Is a member of Institutional Ethical Committee (IEC).
- Is a member of the Review Authority for Research (RAR).
- Remains updated on the schedules and duties of the concerned staff members

Coordination and supervision of the duties of the staff members coming under Physiotherapy

- Supervises the attendance of the concerned staff member
- Remains updated on the schedules and duties of the concerned staff members

Coordination and supervision of the duties of the staff members coming under Occupational therapy

- Supervises the attendance of the concerned staff member
- Remains updated on the schedules and duties of the concerned staff members

Coordination and supervision of the duties of the staff members coming under Medical

- Remains updated on the schedules and duties of the concerned staff members

18.5.2. Chief and Clinical Psychologists

The chief and clinical psychologists manage all the functions and operations of the Department of Psychology.

Specific Duties

- Administers psychological tests and assessments for persons with disabilities at NISH.
- Schedules therapy based on the availability and urgency.
- Schedules periodic reviews for the clients at NISH.
- Counsels parents and students at NISH
- Delivers lectures for the BASLP and DECSE (HI) courses.

- Undertakes research activities.

18.5.3 Physiotherapist

The physiotherapist provides assessment, treatment and consultation services to patients attending the speech therapy clinics.

Specific Duties

- Gives an appointment for assessment to the new patients.
- Assesses the patients. Plan a treatment program in collaboration with the family and other members of the healthcare team.
- Maintains the assessment sheets.
- Enters the patient's name, address, case number and diagnosis in the new patients register.
- Enters the patient's contact details in the waiting list register if there is no convenient slot to be allotted to the patient.
- Informs the patients when a convenient slot is available.
- Teaches the family and caregivers about the condition the child presents with and the program of activities required to either maintain or to develop skills. Works in close partnership with other professionals in NISH to enable the child to reach their full potential by maximizing function and independence and promoting normal movement; aiming to prevent or limit contractures and deformity, and thereby improve quality of life.
- Maintains the attendance register of regular patients.
- Follows up on patients after 3 months.
- Consults, counsels and treats cases with cerebral palsy in the cerebral palsy unit.
- Conducts parental awareness programs on specific disabilities in coordination with other departments.

18.5.4 Occupational Therapist

The occupational therapist provides assessment, treatment and consultation services to patients attending the speech therapy clinics.

Specific Duties

- Assessment of patients using various formats and standardised tools to evaluate the strengths and weaknesses of the client.
- Formulates goals and activities along with a Physiotherapist based on the identified problems and needs of the client and his family.
- Inclusion of family members in the process of habilitation and rehabilitation from goal setting , creating awareness about prognosis to intervention and home programs.
- Enrolment of clients into individual and/or group sessions following the assessment.
- Conducts review and follow-up assessments.
- Maintenance of client details register, daily therapy attendance register, inventory and stock register.
- Conduct asset(fixed and variable) inventory at regular intervals.
- Organise staff development programs and workshops for rehabilitation professionals.

18.5.5. Nurse

The nurse helps to manage physical needs, prevent illness, and treat health conditions after observing and monitoring the patient, also recording any relevant information to aid in the diagnosis and treatment and decision-making in the plan of care of the patients.

Specific Duties

- Act as a first hand help for any kind of medical emergency happening within the Institute premises
- Provide services to clients reporting to ENT consultation and assist the consultant in patient care.
- Administering sedation medications to patients and monitoring them for side effects and reactions.
- Maintains the documents of sedation administration
- Recording patient vital signs and medical information as and when required and maintaining the record of the same.
- Maintain patient confidence and protect operations by keeping information confidential..

- Assures quality of care by adhering to therapeutic standards; measuring health outcomes against patient care goals and standards; maintaining standards of care set by the State Board of Nursing, State Nurse Practice Act, and other governing agency regulations.
- Protects patients and employees by adhering to infection-control policies and protocols and supports a safe and clean working environment.
- Organize/ conduct health awareness camps/talks/screening programs for staff, students and parents.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies.
- Provide academic assistance and tutoring for BASLP course.

18.6. Social Work

18.6.1. Social Worker Grade1

Coordinates, supervises and is responsible for the activities related to the department of Social Work

Specific Duties

Coordination and supervision of the duties of staff members coming under Social Work

- Supervises the attendance of the concerned staff members.
- Acts as the attendance controlling officer.
- Sanctions the leave forms of staff in the above departments
- Reports LOP leaves to the Finance Department by the last week of every month.
- Schedules and assigns duties to the concerned staff members
- Supervises the annual appraisals of concerned staff members
- Informs the Admin department of requirements for staff if any
- Forwards the purchase requirements to the Admin department
- Recommends all bills and conveyance of members in the above departments

- Is a member of Core Operations group(COG)
- ISO internal Auditor
- Incharge of ADIP Scheme
- Incharge of Creche at NISH
- Incharge of Outreach Activities
- Coordinator of Bhoomitra Sena Club
- Member of parent support group (HI)
- Organizing and Coordinating of Camps
- Service Feedback collection and periodic review
- Counsels Clients and family members
- Scheduling regular appointments, maintaining clinical statistics
- Organize/ conduct public awareness talks/workshops
- Procuring scholarship from SC/ST directorate & all other scholarships from different sectors
- Help Desk

18.6.2. Social Worker Grade2

Specific duties

- Providing appointments by analysing various needs of clients.
- First interface interview with clients and initial counselling
- Counsels Clients and parents
- Socio-economic status assessment is a prime responsibility that is handled with utmost care

- Providing information regarding various services of NISH to patients and providing information to visitors who visit our organisation.
- Scheduling and coordinating appointments with SCTIMST team
- Assigning clients in specific units for therapy after primary assessments
- Providing statistics to different units.
- Taking awareness classes for parents and students about disability and various schemes and services available for Persons with disability.
- Coordinating CRE Programmes conducting different departments of NISH.
- Handling complaints and collecting feedback.
- Liaising with Kerala University of Health Science.
- Handling official email letters of NISH.
- Dealing the replacement, purchase for patients with Cochlear implant unit.
- Helping the patients to coordinate with company persons.
- Handling complaints and maintenance in association with the department of administration.
- Coordinating visits from various institute/individuals
- Admission help desk/supportive services for admission to various courses

18.7. Information Technology

18.7.1. System Administrator

Specific Duties

- Provides multi-platform systems programming and advanced information security skills (Technical, Planning, Operational)
- Heads IT security operations - Ensures the security and integrity of any equipment attached to NISH network. UTM, Server, Workstations, LAN, Recommends additional security software as needed, resolves issues and vulnerabilities found on scans. Installs patches, and reviews system logs
- Backs-up and recovers critical data - Server back-up, disaster recovery planning
- Supports users.
- Monitors the network and system activity and take action whenever necessary.
- Arrangements of scheduled equipment maintenance.
- Performs standard security settings, default account settings, password control, system monitoring, data integrity, data confidentiality, host based firewalls, periodic verification of security settings, and ensures backups are successful. Manage Google G Suite Business Account, Microsoft Campus Agreement etc
- Virus protection: Ensures virus protection software is operational and updated on servers and workstations.
- Procurement of new systems, finds out about obsolete systems and replacements etc.
- Website Management and Software license management.
- Server and VMWare management.

18.7.2. Technical Assistant

- Conduct scheduled regular maintenance of Computers, UPSs, Projectors, TVs and other electronic equipment.
- Provides instruction to all users on proper use of all equipment.
- Installation and updation of the Operating system, application software etc
- Diagnose hardware problems and fix them or contact the appropriate company for resolution if the system is under warranty or AMC.
- Ensure the functioning of Switches, Routers, IP Cameras, and Servers in working condition regularly.
- Help users learn how to use particular programs by providing reference materials.

- Assisting Audio Visual Equipment operations in Seminar halls, class rooms and board rooms.
- Update the list of Desktops, Laptops, UPSs, Scanners, IP Cameras, Video Cameras, Projectors, Smart Boards and other electronic equipment associated with IT.
- Performs regular software backups.
- Consults System Administrator on more difficult issues.
- Any other duties entrusted by the System Administrator

18.8. Early Intervention Program

18.8.1 HoD - EIP

Leading, planning, organizing and managing services related to various activities under the programs namely Parent Infant Program,Preschool,Dual Language Program,Weekend Program, Correspondence Program, Preschool Support Program and Summer Program. The Head is in charge of the conduct of DECSE (HI) course.

Specific Duties

- Supervises the attendance of the concerned staff members
- Schedules and assigns duties to the staff members
- Supervises the annual appraisals of staff members
- Informs the Administration department of requirement for staff, if any
- Forwards the purchase requirements to the Administration department
- Recommends all bills and conveyance of members in the department
- Major contact point for decision making and communicates with other departments for effective service delivery.
- Manage the day to day activities of the department and set standards for the department.
- Make effective use of resources and seek opportunities for the development of various programs.

- Conducts Parent Teacher meetings
- Coordinates meetings in order to set standards and monitor the progress.
- Contact person for annual report preparation, annual budget preparation and other major administrative assignments.
- Member of Core Operations Group (COG) of NISH
- Member of Scholarship Committee
- Member of ISO internal auditors team
- Member of NIDAS team
- Member of IQAC

18.8.2 Head of Program Sections

Coordinates, supervises and is responsible for the activities related to the various programs.

Specific Duties

- Plans and coordinates for the various activities of the assigned program.
- Point of contact at the time of admission for the concerned program
- Coordinates and supervises the duties of staff members coming under the corresponding program
- Helps parents to take informed decisions regarding the habilitation of their child
- Prepares teacher's time table, student's timetable and class time table etc. related to the concerned program
- Maintains all records and documents related to the concerned program
- Conducts Parent teacher meetings as per necessity
- Provides guidance and counselling to parents
- Plans sessions and prepares topics based on the curriculum
- Oversee and review the delivery of the programs and services to maintain or to improve quality.

- Takes sessions for the students
- Provides parent guidance and counselling
- Conducts/arranges workshops for parents
- Conducts yearly assessment of students
- Conducts term end meeting with parents to discuss the child's progress
- Makes arrangements to fulfil all the curricular requirements

18.8.3. Preschool Teacher

Responsible for taking classes for developing various skills in young deaf and hard of hearing children. The teachers are also responsible for empowering parents to become equal partners in the habilitation of their deaf and hard of hearing child.

Specific Duties

- Prepares lesson plans and takes sessions for students
- Preparation and maintenance of teaching learning materials
- Deliver curriculum using appropriate teaching learning methods and evaluate the student's progress on a regular basis.
- Does continuous evaluation and monitors the progress of students
- Prepares students assessment reports prior to every parents meeting
- Provide guidance and counselling to parents
- Ensure that the child's audiological evaluation are done periodically
- Ensure that children requiring additional support are referred to the concerned professional at the earliest
- Keep records of all the details including contact details of students
- Provides the assistance of the social worker for availing facilities and concessions for the child
- Helps in the management of student activities under the various programs
- Helps in curriculum development
- Undertakes assigned duties in academic/ administrative work

18.8.4. Course coordinator-DECSE(HI)

Guides the batch of students admitted to the course from the time of their enrollment till they pass out. Coordinates, supervises and is responsible for the activities related to the course.

Specific Duties

- Point of contact with RCI/Examination body
- Oversees the admissions to the program.
- Manages entry in the admissions register once the admissions are complete
- Sends the details of the students to the concerned body.
- Prepares the timetables for teachers and classes and teaching practice time table for students
- Prepares academic calendar
- Publishes the IA marks submitted by the teaching staff after approval from HoD
- Signs the final attendance of the students
- Submit details of students (Name, Roll number, Course of Study, Validity, Permanent address with phone number, Local Address with phone number) in an excel sheet to the Admin department for procuring ID card for the students
- Give the list of SC/ST/OEC candidates with the details (Name, Account number and details of branch, Aadhaar number, admission number) along with 2 photos, plus two and SSLC certificate copies attested, Caste certificate, Income certificate to the social worker

18.8.5. Teaching Faculty-DECSE(HI)

The teaching staff are responsible for imparting knowledge to the students. Each staff member will be assigned lecture classes and practical sessions as per the timetable which is prepared before the start of an academic year.

Specific Duties

- Implementation of various activities central to academic programme and help in curriculum development
- Prepares and maintains teaching learning materials

- Prepares lesson plans and takes sessions for students
- Provides guidance and counselling to parents as and when needed
- Promote student activities including sports and cultural events
- Ensures referral that children requiring additional support are referred to the concerned professional at the earliest.
- Maintains records of the students (ongoing and previous batches)
- Maintains discipline and executes necessary disciplinary actions
- Performs other assigned duties - academic/ administrative
- Performs all other duties assigned by the head or Executive Director

18.9. Library & Information Services

18.9.1. Librarian

- Formulates and administers policies, standards, rules and regulation for smooth functioning of the Library
 - Develops and manages collections of books and journals (both paper and electronic), as well as portals, information gateways, websites, etc.
 - Envisages and implements new services and technologies in the Library
 - Administers and maintains digital repository
 - Manages and maintains academic software tools and platforms
 - Coordinates and delivers information and digital literacy sessions to students, researchers and staff
 - Delivers students, staff and researchers with literature searches using databases, printed resources and the internet
 - Arranges training sessions for various learning tools
 - Evaluates expenses and prepares budget
 - Maintains relationships with external bodies, such as publishers, suppliers, vendors, agencies etc.

- Selects, acquires and catalogues information using library and information software
- Delivers orientation to the students and faculty whenever it is required
- Changes the password of the online subscriptions periodically for secure outside access (once in 2 months)
- Deals with user enquiries, which may involve one-on-one advice sessions
- Deals with budgets in relation to your allocated subject areas/departments and, in some cases, purchase resources
- Maintains relationships with external bodies, such as publishers, suppliers, vendors, agencies etc.
- Keeps up to date with developments in the library sector and participate in professional groups or networks
- Periodic follow up of the placed orders for purchase, subscription.
- Acts as leading/coordinating/working member in statutory committees
- Performs other duties assigned by the Supervising Authority/ ED

18.9.2. Assistant Librarian

- Verifies availability of resources as per syllabus, new requirements etc.
- Consolidates the indent from the faculties.
- Checks for duplications
- Enters bibliographic details to the Accession Register
- Technical processing of books such as classification and cataloguing
- Enters books and other resources to the Library software
- Adds member details in the software
- Verifies the received goods as per the purchase order
- Verifies received invoices
- Deals with user enquiries, which may involve one-to- one advice sessions

- Takes on responsibility for archiving of and other special collections
- Uploads items to digital repository
- Enquires to publishers and vendors
- Follows up on periodical reminders for items overdue within users' holding.

18.9.3. Library Assistant

- Issues>Returns/Renews books
- Collects overdue fines and remitting at Finance
- Sets Gate Register up to date
- Sets Due date stamp for requisite days
- Collects, Seals, staples and arranges all newspapers
- Switches all users' computers OPAC terminals on
- Switches network connections and computer terminals on and off
- Arranges newspaper on reading table
- Arranges yesterday's books back to respective shelves
- Wraps all new books
- Checks for damage in returned books
- Minor repairs like fixing loose bondage, gluing, fixing etc.
- Removes used up Due Date Stamps & Book Cards with new ones
- Physical processing of books like
- Sticks Accession Numbers
- Sticks Class Numbers, Book Numbers
- Pastes due date slips
- Impresses seals in secret pages of books

- Shelf rectification, dusting and cleaning of book racks and newspaper shelves
- Checks for unwanted items in
- Checks if outgoing books are properly stamped
- Oversees students in library during intervals time/ any busy time
- Arranges Library furniture in place
- Repairs of damaged books
- Guides users to respective locations
- Replaces obsolete periodicals and journals with fresh ones
- Brings bundles of books from the entrance to the Library
- Goes out for postage, banking, local purchases when required, follows instructions given by the Assistant Librarian and the Librarian from time to time.

18.10. New Initiatives

The department focuses on:

- Innovations in pedagogy
- Improvements in curriculum
- Advances in rehabilitation
- Developments in empowerment.
- Increased industry alliances
- Initiating new programs

18.10.1. Head, New Initiatives

Specific Duties

- Implements the new initiatives
- Develops framework and procedure
- Coordinates internships, volunteering, observership, training of trainers, in service programs, induction and sensitization programs

- Coordinates NIDAS, NIMIS
- Leads ISO team
- Coordinator IQAC
- Member of COG
- Member, Academic Council
- Convener of UGC planning board
- Placement assistance and guidance
- Coordinates admission of Diploma, UG, PG programs
 - Oversees the admissions to the degree programs
 - Initiates the admission procedures
 - Submits the dates for admission to the University
 - Gets the approval from the University
 - Ensures smooth conduct of admission and related procedures
- Grievance Redressal Officer for EwD
- Convenor, RPwD Act 2016 implementation at NISH
- Member, Staff grievance redressal committee
- Convenor, IEDC

18.11. Centre for Communication and Media Development (CCMD)

18.11.1. Coordinator, Communications & Awareness creation wing:

The person responsible for coordinating all the works done by CCMD. Undertakes communication with media and publicity creation. Doing the content editing and translation works of the materials for academic, research and awareness creation.

Specific Duties

- In-charge, CCMD

- Coordinate the works of the supporting staff under the wing Communication and Awareness Creation.
- Client's point of contact;
- To maintain the PR with the public and print & audiovisual media.
- Work closely with other departments to understand the dynamics and the information needs to be communicated.
- Plan and prepare
 - Educational materials.
 - Brochures
 - leaflets
- edit the content of
 - the NISH online newsletter,
 - web sites
 - Educational materials
 - Brochures
 - leaflets
 - ISL news
- Translate and edit
 - all educational materials
 - All awareness creation materials.
- Monitoring of social media and NISH website updation.
- Coordination of the projects for the differently abled by CCMD.
- Other related works of NISH & SJD
- Member of COG
- Compiling of Annual Report, Ready Reckoner and QSM.

18.11.2. Coordinator, Digital Media & Graphics development wing/ Sr Graphic Artist:

Responsible for leading, coordinating and guiding the team members including supporting staff & Interns to produce and oversee digital and print creative solutions to address the needs of the institution. In addition, handles computer graphics/ multimedia laboratory sessions for Degree HI students.

Specific Duties:

- Coordinates photo/video shoots of events and for promotional materials.
- Edits, distributes & archives photos/videos of events
- Supervise the editing of videos including ISL News.
- Schedules and assigns duties to Graphic Artist
- Designs brochures, flyers, banners, presentations etc.for seminars and workshops related to NISH.
- Creates the design & layout of NISH newsletter, magazines, posters, handbooks, certificates, ID Cards etc.
- Prepares illustrations/graphics for Academic books, Educational materials and Therapy materials & website.
- Coordinates the development of interactive TLM/ Therapy materials.
- Other related works of NISH and the Social Justice Department.
- Member of ISO internal auditors team.
- Handles computer graphics/ multimedia laboratory sessions for BSc Computer Science (HI) and Bachelor of Fine Arts (HI) Students.
 - Prepares lesson plans & monthly class reports.
 - Prepares and maintains teaching learning materials.

- Conducts continuous evaluations and monitors the progress of students.
- Helps in curriculum development.
- Supports multimedia project works of students.
- Prepares question papers for Internal Assessments & Semester Examination.
- Evaluates the practical exams and submits the IA marks to the respective class coordinators.
- Corrects lab records.

18.11.4. Graphic Artist

- Capture photos/videos of events and for promotional materials.
- Editing of videos including ISL News.
- Carry out graphic design works follows instructions given by Sr Graphic Artist

18.11.5. Coordinator, Academics and News Wing (ISL)

Responsible for the production of News in Indian Sign Language (ISL), ISL- Ebooks leading the team of members including videographer, video editor and other production assistants. Does content editing for NISH Newsletter.

Specific Duties

- Coordinates the production & webcast of News in ISL.
- Guides and supports the student team in the production of news in ISL.
- Ensures the presentation of news videos in the classrooms of the deaf.
- Coordinates the production of ISL- E books (stories).
- Coordinates the production of awareness videos for the deaf in ISL.

18.12. Physical Education

18.12.1. Physical Education Instructor

- Coordinates physical education activities for the students in the organization.
- Conducting college athletic meet and intramural sports and games annually.
- Preparing the tentative list of the college teams including the winners and best performers of college athletic meet and intramural sports and games.
- Conducting common selection trials and submitting a team list to the Executive Director and concerned HoDs for the approval
- Identify appropriate candidates for cash awards and incentives from the participants of the national, state and university team of NISH.
- Coaching and training the students to participate in the Sports Meets for the Deaf, Kerala University and All India Inter University competitions.
- Development of sports and games infrastructure in the organization.
- Custodian of files and reports of the various sports and games activities conducted in the organization.
- Accompanying the students participants in sports events conducted outside the campus.
- Preparation of budget and purchase of sports Equipments.
- Scheduling the training programs after regular academic hours.
- Maintaining a register for the trainees.
- Forwarding the leave application for the team members with a participation certificate to the concerned HoDs.
- Instructor in-charge of gymnasium.
- Custodian of all sports equipment at NISH
- Maintaining a register for sports equipment at NISH.
- Member of COG

19. GENERAL PROCEDURES

19.1 Fire Safety

It is ensured that:

1. Fire Fighting equipment like fire extinguishers are in place
2. Staff are trained in fire management mechanisms and the evacuation process
3. Fire exit routes and fire assembling area are demarcated clearly for identification

Fire Management

Action	What to do
<p>Inform immediately to the Head of the Department/ Reception. Follow principles of RACE. Run through the fire exit route & gather in the fire assembling area (designated area).</p>	<p style="text-align: center;"><u>PASS (Use of fire extinguisher)</u></p> <p>Pull the pin</p> <p>Aim at the base of the fire</p> <p>Squeeze</p> <p>Sweep</p> <p style="text-align: center;"><u>RACE</u></p> <p>Remove victim from the location</p> <p>Activate Fire team</p> <p>Confine fire</p> <p>Evacuate the affected & Extinguish the fire with fire extinguisher</p>

19.2 Waste Management

All the waste paper and plastic are disposed of in an Eco-friendly manner using incinerators with the help of the external waste management company. Two separate bins are placed in the locations with two category labels, namely food waste and plastic waste. Food waste is disposed of on campus and plastic is taken off the campus by the company and given to the recycling agency. Usage of unwanted plastic materials is controlled inside the campus in order to make the campus a waste free environment.

A waste management committee is formed with the involvement of both staff and students.

19.3 Outsourcing Services

Outsourcing of services is done for various services like website maintenance, housekeeping, security services, transportation facility for staff, maintenance, gardening, canteen etc.

19.4 Quality assurance program/ parameters

The internal quality assurance cell meets every quarterly and takes decisions on how to enhance the quality of work at NISH. The minutes of these meetings are uploaded to the homepage of the organisation's website. Please refer to Appendix D for the quality assurance map.

19.5 Control of nonconforming Product / Service

If any non-conformity is reported root cause analysis is done and corrective action is taken.

NISH ensures that non conformity in teaching, if any, with respect to the approved syllabus is identified and corrected at the earliest to improve performance. The essence of the course contents is also closely monitored to ensure implementation. The students who are found to be below the expected level of performance are motivated and encouraged to attain improved performance. The non-conformities in the clinical activities are also identified and controlled by taking appropriate corrective actions then and there.

The non - conformities in the quality management system, observed during the internal audit are controlled and suitable corrections and corrective actions are taken in accordance with the standard which is verified and approved by the concerned authority.

19.6 Risk and Opportunities

Suggestions put forward in the quality meetings like internal audit and steering committee meetings are implemented. The risks in the various departments are notified and analyzed.

19.6.1 Continual improvement

a) The quality management system is improved continually, through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

b) Areas for improvement are identified and are solved systematically.

19.6.2 Risk Analysis

1. Action is taken to eliminate the causes of nonconformities in order to prevent recurrence. Risk analysis is ensured to be appropriate to the effects of the nonconformities encountered.

2. A documented procedure, if required by the department is established to define requirements for
 - Reviewing nonconformities (including complaints from students / parents).
 - Determining the causes of nonconformities.
 - Evaluating the need for action to ensure that nonconformities do not recur.
 - Determining and implementing action needed.
 - Maintaining records of the results of action taken.
 - Reviewing the effectiveness of corrective action taken.

19.6.3 Analyzing opportunities

1. Action to eliminate the causes of potential nonconformities in order to prevent their occurrence is defined and followed. Analysis of opportunities is ensured to be appropriate to the effects of the potential problems.
2. A documented procedure is established to define requirements for
 - Determining potential nonconformities and their causes.
 - Evaluating the need for action to prevent occurrence of non-conformities.
 - Determining and implementing action needed.
 - Maintaining records of results of action taken.
 - Reviewing the effectiveness of the preventive action taken.

19.7 Monitoring and Measurement

19.7.1 Customer satisfaction

- a. Customer satisfaction evaluation forms for students are developed and the feedback is obtained from members through means of the student feedback forms.
- b. The customer satisfaction ratings obtained are verified, and causes of any dissatisfaction indicated are identified. Corrective actions are taken wherever necessary.

19.7.2 Internal Audit

- a. Internal audits are conducted at planned intervals to decide the conformance of the quality management system to the requirements of ISO 9001: 2015.
- b. An Internal Audit Plan is prepared and audit schedules are prepared for each cycle of audit.
- c. Audit programs are planned, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits. The audit criteria, scope, frequency and methods are defined.
- d. Auditors who are trained in the auditing principles conduct audits and are independent of the area being audited. The Executive Director may entrust the internal audit with a competent outside agency if found necessary.
- e. Adhering to the documented quality system as well as non-conformance reporting based on objective evidence ensures objectivity and impartiality of the audit process
- f. Necessary corrections and corrective actions are taken by the management personnel responsible for the area being audited without undue delay to eliminate detected nonconformities and their causes.
- g. Records of the audits and their results are maintained. A documented procedure for conducting internal audit is also established.
- h. Verification of the actions taken and the reporting of verification

19.7.3 Analysis of data

- a) Data analysis is done to demonstrate the suitability and effectiveness of the quality management system.
- b) The parameters to be analyzed are determined based on the importance of the activity and considering the strengths and weaknesses.
- c) The areas where continual improvement of the quality management system can be made are identified and recorded.
- d) Data on students' satisfaction/ comments, successes and areas of improvement, as well as the plan on course of corrective action are collected, recorded and analyzed.

19.7.4 Common Records Generated

All Registers are numbered and maintained in each department under the control and supervision of the HoD.

20. PROJECTS

20.1. Centre for Assistive Technology and Innovation (CATI)

The Centre for Assistive Technology and Innovation (CATI) was established in 2015 at the NISH. This was the first Assistive Technology Center (ATC) in India and hence did not have any previous models to benefit from. Based on the recommendations of a brainstorming conclave of experts in the field and the approval of the CATI advisory committee, a strategic roadmap comprising four functional areas was drawn out for CATI.

20.1.1. Strategic Roadmap: Four Functional Areas

1. Assistive Technology Program
2. Awareness Creation and Training
3. AT Portal and Platform
4. Catalysing R&D and Manufacturing of AT products

20.1.1.1. Operating an Assistive Technology Program (ATP)

The core function of CATI is to operate an AT program that caters to the accessibility and accommodation needs of students and clients of NISH. This comprises need assessment, device demo, lending, training, customization, financing, reutilization of products, and service/maintenance of AT solutions for independent living by PwD.

20.1.1.2. Awareness Creation and Training (ACT)

Lack of awareness about assistive technology is a major stumbling block in the diffusion and adaptation of AT in India. To address this issue, CATI serves as a resource centre for AT solutions, spreads awareness and provides training to users, family members and caregivers.

20.1.1.3. AT Portal and Platform (PAP)

CATI is developing a common web portal and platform to connect with different groups of AT stakeholders; the portal will be accessible and regularly updated, to connect the different groups of AT stakeholders. It would act as a reference source of assistive technology for other AT centres. CATI helps persons with disability understand and compare the AT options available to them before deciding on and acquiring an optimum solution.

20.1.1.4. Catalysing R&D and Manufacturing of AT products (CR&DM)

CATI collaborates with AT developers to encourage technology and product development, as well as manufacturing through linkages with R&D organisations, IITs (Indian Institutes of Technology), IIMs (Indian Institutes of Management), NITs (National Institutes of Technology), and leading engineering and management institutions/universities in India and abroad. CATI reaches out to students and startup communities in India to give impetus to an entrepreneurship ecosystem in AT through internships, collaborations and joint activities.

20.1.2. Roles and responsibilities

20.1.2.1. Director, Centre for Assistive Technology and Innovation (CATI)

The CATI director is responsible for the coordination, supervision of the activities of CATI.

Specific Duties

- Strategy development and roadmap for CATI, creating plans for expansion
- Directs the functions of CATI, identified in the QS Procedures document, falling under the following categories: Assistive Technology Program (ATP), Awareness Creation and Training (ACT), AT Portal and Platform (PAP) and Catalysing R&D and Manufacturing of AT products (CR&DM)
- Human resources development, deployment and control including manpower planning, periodic reviews, staff meetings, evaluating and planning training needs, assigning duties, annual appraisals, and recommendations for advancement.
- General administration including monitoring attendance records and leave of staff members, interfacing with the Finance and Administration department on matters relating to leave, loss of pay (LOP) leave, etc., recommending bills and expense claims, monitoring updates on CATI webpage.

20.1.2.2. Senior Engineer, CATI

The CATI senior engineer is responsible for the implementation of the projects of CATI.

Specific Duties

Supporting the director in creating, implementing, and monitoring CATI strategy and plans

- Coordinates the functions of CATI, identified in the QS Procedures document, falling under the following categories: Assistive Technology Program (ATP), Awareness Creation and Training (ACT), AT Portal and Platform (PAP) and Catalysing R&D and Manufacturing of AT products (CR&DM)
- Maintains the CATI project funnel and performing periodic assessments of AT products

- Initiates and processes procurement of AT products, interfacing with the procurement and finance functions at NISH
- Updates the information provided on the CATI webpage, maintaining the general atmosphere of the CATI room with posters.
- Compiles and supports all the innovative practices at NISH.

20.2. Structured and Timely Empowerment Program for Parents of Persons with Disability (STEPP)

Structured and Timely Empowerment Program for Parents of Persons with Disability (STEPP) is a project undertaken by NISH as per proposal approved by the State Initiative on Disabilities on 30th January 2015. STEPP facilitates and enables parents to resolve existing issues, foresee future issues related to disability and learn and develop new skills that will enrich their lives. The vision, mission and objectives of STEPP are as follows

Vision

To strive to achieve positive transformations in the perception of parents of children with disabilities by providing timely support when their child is identified with the disability and to act as a catalyst to empower them to become the best resource person for their children.

Mission

- STEPP focuses on providing quality and effective counselling services to the parents of children with disability that will enable them to achieve personal growth and ability to resolve psychological and social problems, which hinders them to work towards the betterment of their children's progress in life.
- To build stronger families who are committed to help their children with disability to become independent, responsible, and productive individuals in an interdependent and dynamic world.

Objectives of STEPP

- To formulate a structured and systematic process to reduce the impact of trauma and to accelerate the process of acceptance and intervention.
- To assist parents of children with disability to progress positively through the stages of adjustment by having an environment to fully experience and express their unbearable feelings.
- To promote the wellbeing and social inclusion of individuals and families through counselling support education and networking.

- To build awareness as insights into the self and environment could enhance the life skills of parents in supporting their children with disability.
- Enhancing parent effectiveness in parenting and ability to cope with stresses of life by enhancing their decision-making and problem-solving skills.

20.3. Innovation by Youth with Disabilities – I-YwD

Innovation by Youth with Disabilities is a one of a kind inclusive Innovation project of the Kerala Development and Innovation Strategic Council (K-DISC) implemented by the National Institute of Speech and Hearing (NISH) for persons with disability in the state of Kerala.

The project, Innovation by youth with Disabilities (I-YwD), launched on 7th January 2019, identifies and empowers persons with disabilities who are self-motivated to formulate and implement innovations in society. Innovation for the framework of this project is defined as a unique and well-formed idea or solution to a pertinent problem in society. The innovator will question the status quo and think creatively to bring an outcome that will have a positive change benefiting all stakeholders. It can be for-profit or non-profit.

People with disabilities are often excluded and their creative potential unaddressed. Conceptualising inclusion as a value that celebrates diversity, reciprocal growth and aims for accessible universal design, I-YwD's goal is to nurture innovators from this marginalised community. The combination of innovation and inclusion creates a fertile field for solutions from social change makers that make the society a better place to live in. For the participant innovators (PI) to achieve their goal, the I-YwD project provides resources in the forms of training and mentoring for a period of two years or till their ideas have materialized and stabilized, whichever happens earlier. The idea could take the shape of, a product, a service, applied research or a combination. In order for the idea to actualise, the program offers knowledge, tools, perspective and motivation to the participants.

The vision and mission of I-YwD is as follows:

Vision:

Develop and sustain a dynamic ecosystem for youth with disabilities having a desire to innovate and become change-makers in society.

Mission:

- Identity youth with disabilities with a drive to be innovators/entrepreneurs/researchers
- Catalyse their role as innovators and change-makers.
- Offer training, mentoring and skill development with accessibility features.

- Create a pool of sensitised stakeholders who are able to empathise and adapt based on need.

20.3.1.Roles and Responsibilities

20.3.1.1. Project Director- I-YwD:

- Leads the team and the program, monitoring and guiding all the team members. Works closely with staff and is primarily responsible for all the activities that happen in the program
- Oversees the attendance of the concerned staff members
- Schedules and assigns duties to the concerned staff members
- Prepares the budget for the concerned project
- Member of Core Operations Group(COG) of I-YwD
- Conducts meetings of the COG
- Work closely with staff to update and maintain the professional credential of each member
- Prepare the project plan and Budget
- Updates the activities of the program and get approval from to the PAC(Project advisory committee)
- Communicates with the project's external advisors and implements the plans accordingly
- Conducts workshops needed for the development of the projects for the team members
- Works to establish partnership and collaborations with other national and international institutions, organizations or agencies to find resource persons and to improve the quality of the program
- Overall management and arrangements of the residential camps

20.3.1.2. Asst. Project Director- I-YwD:

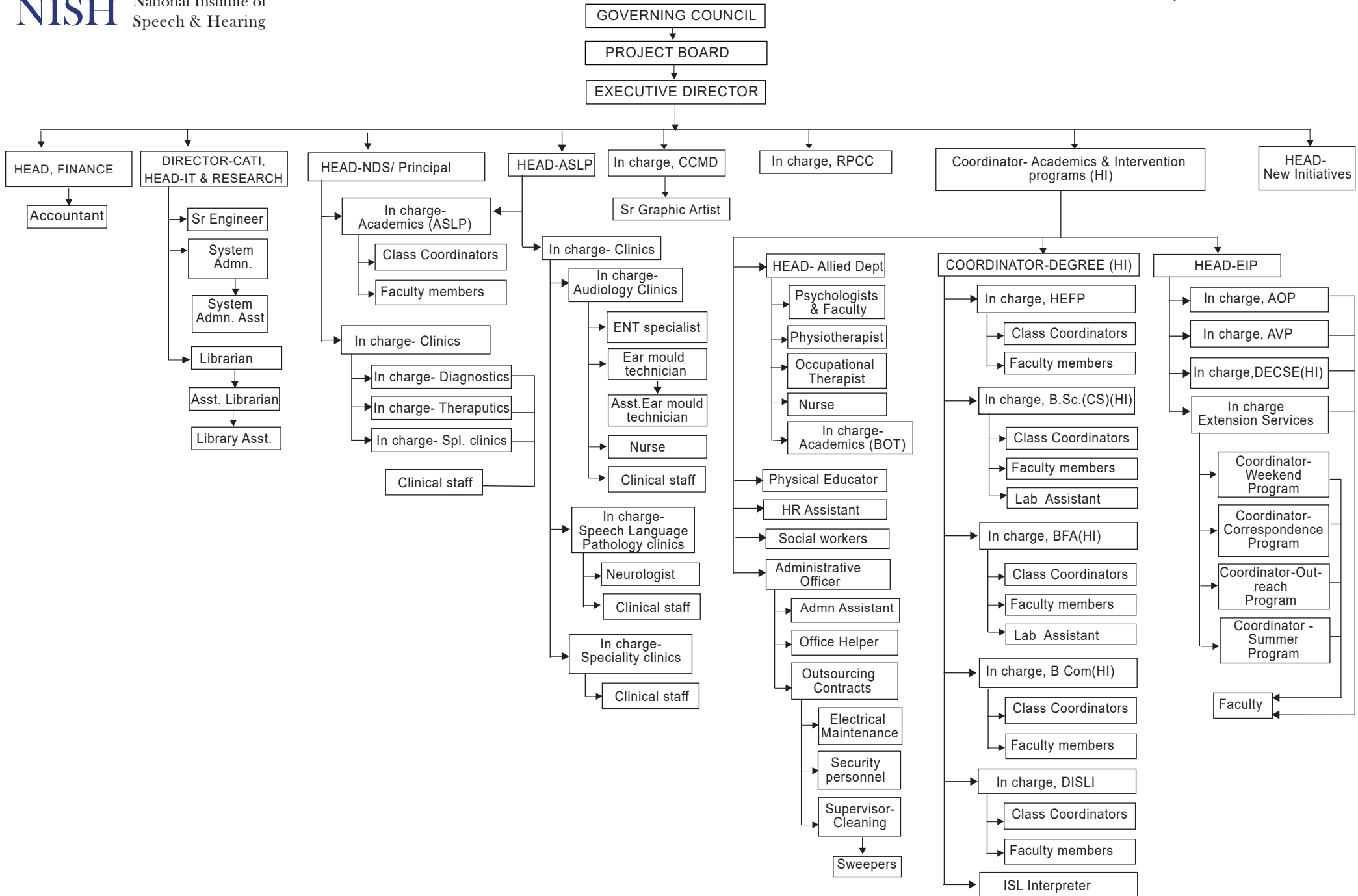
Work closely with the Project Director (PD)-- in the absence of the PD will take over and ensure continuity - work closely with the second level of staff to ensure the program runs smoothly

- Works closely with PD
- Coordinates the team members and work closely with them
- Conducts meetings, prepares agenda and coordinates it

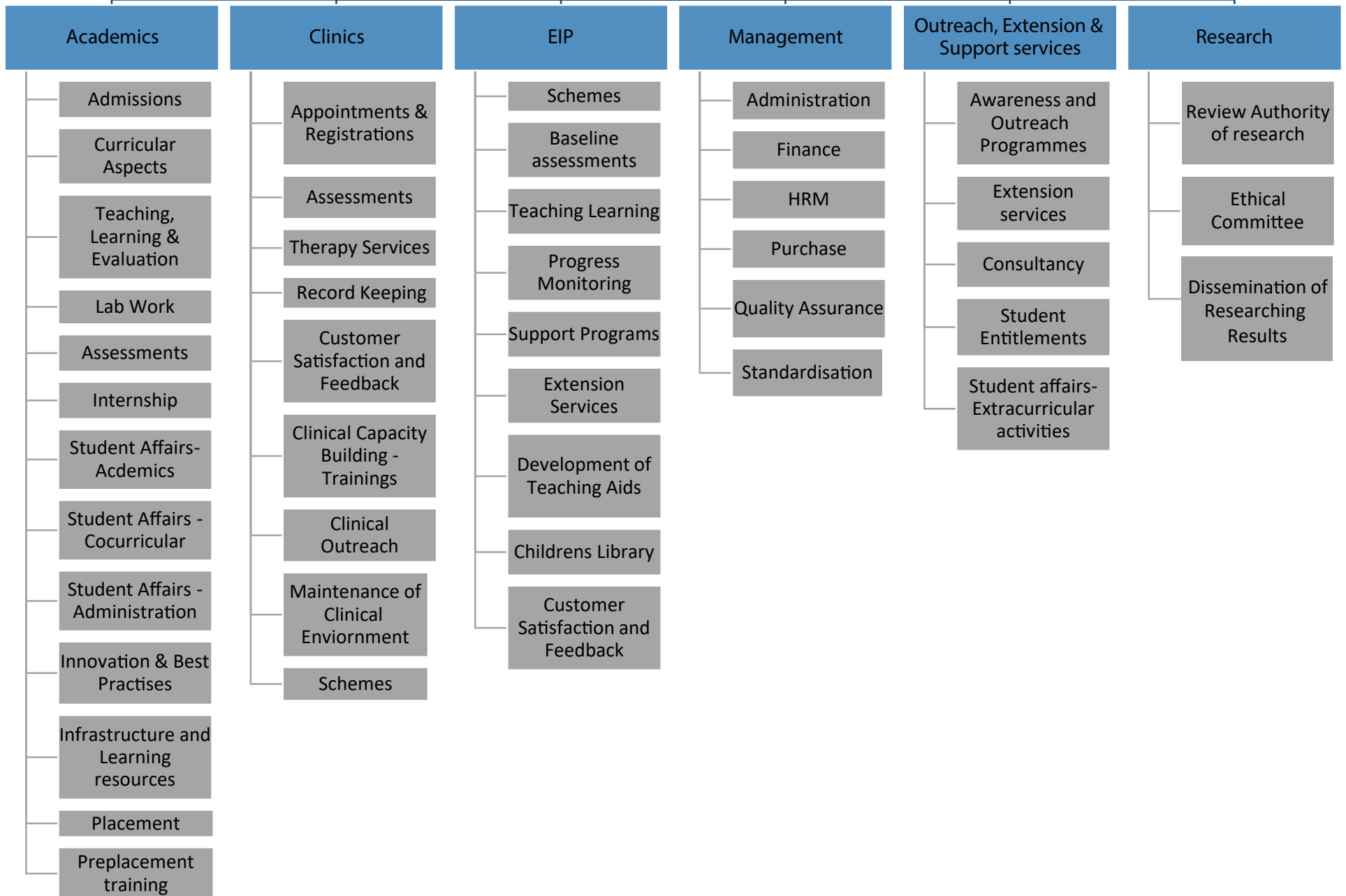
- Plays an active role in the Curriculum development
- Liaisons with external advisors, consultants and catalysts
- Supervises the attendance of the concerned staff members
- Ensures the Schedules and assigned duties of the staff members are carried out
- Member of Core Operations Group (COG) of I-YwD
- In-charge of documentation of the project
- Ensures the arrangements made for the residential camps are sufficient
- Finds accessible venues to conduct the camps for persons with disabilities
- Makes sure that the accommodations provided are up to the standards

20.3.1.3. Project Associate- I-YwD:

- Closely involved in all aspects of planning and implementation of the program
- Confidential assistant to the PD and APD
- Works closely with the team to assist in organizing
- Ensures effective and successful implementation of the program
- Organizes requisite resources
- Makes logistical arrangements
- Requests, tracks and processes purchase
- Keeps accounts
- Develops and manages project documents
- Schedules and prepares meeting materials and disseminates meeting minutes.



ISO Process Map



APPENDIX-C

Needs and expectations of interested parties (stakeholders) such as students, clients, parents, vendors, suppliers, staff etc. so that steps can be taken to fulfil them.

Stakeholder	Need	Expectation	Steps taken to fulfil	Department
Low scorers in entrance	Higher education	Secure admission in NISH	Innovative special coaching	New Initiatives
NISH Graduates	Job	Placement support	Placement drive, Arrange interviews, Preplacement trainings	
Parents and caregivers who do not know the implication of a disability	Awareness	Awareness, habilitation and rehabilitation support, assistive devices, scholarships, pension	Online awareness sessions, Assistance to identify rehabilitation centres, development of handbooks	
Students Clinic-Clients	Higher education Job placement Awareness of problem, Better communication skills	Excellent Academic outcomes Better outcomes with treatment	Innovative teaching pedagogy, Clinical education and mentoring Specialized clinical units to cater to the needs of specific communication disorders, Parental awareness programs	ASLP
Students	Training on evidence based clinical practises	Good treatment outcomes	Specialized clinical units with specific procedures. More training on various evidence based practices were provided to staff so that they can enable	NDS

APPENDIX-C

clients	Awareness programs and home training programs	opportunities to mainstream	student clinical teaching conducted many certificate programs for professional development Conducted awareness programs under the title parivarthan series. Specialized units were set up to improve communication outcomes	
Students/Teachers/ Researchers and other stakeholders	Academic/Technical Writing	Provide research information needs	1.Plagiarism awareness and similarity checking. 2.Selective Dissemination of Information	LIBRARY
Faculty, Students and Other staff members	Enhance the conduct of online classes, Video conferences and Virtual access to the software available at NISH due to Covid pandemic.	Sufficient software and hardware to conduct the program.	Updated software configuration, hardware and communication facilities. Installation of Virtual Desktop Infrastructure	IT
Students, Staff, Clients/ Students from other institutions. Clinic - Clients, Caretakers	Awareness and management of COVID-19 for enhancing mental health. Management of the problem	Online support Online support	Webinars, Telepsychology (Online individual and group session) Telepsychology	ALLIED - Psychology
Clients	Affected manual (hands on) therapy sessions	Better motor functional level and independent living.	Tele Rehabilitation services to cater	Physiotherapy

APPENDIX-C

		Better quality of life.	the needs of motor disorders. Parental training through virtual platforms. Parental awareness programs in the form of webinars.	
staff, clients	Adequate no. of systems and space to increase service to clients	Better outcome and more resources	provide the requirement	EIP
Students	Job Placement	Placement support	Approached Govt.to include DECSE as qualification for Pre primary teachers for the deaf	DECSE
Students Parents	Successfully complete their degree Job placement	additional support for difficult papers Placement support	Provide remedial classes for required students (back papers/difficult papers) Collaborate with internal placement cell, and external placement agencies	DHI
Students	Interpretation Practice (field work as per syllabus) Transform into well trained and qualified professional	Opportunities for interpretation(real time) Successful certification	Online webinars conducted for staff, training sessions for DHI students, ISL news Training, feedback from deaf staff and students on real time interpretation	DISLI

APPENDIX-C

Social Justice Department	IEC, Publications etc.	Timely support	Increased manpower.	CCMD
Individuals with Disability	Increased number of identified jobs	To get a secure government job	Reports prepared, approved by monitoring committee are published and submitted to expert committee for approval	RPCC
	Functionality identification so that any person with the specific functionality can work in the specific post	Individual with disability having a specific skill can be independent	Functionalities of government jobs getting identified	
Researchers	Guidance for research Proposals	Faculty requires guidance for submission and preparation of research studies and proposals	As and when it is required, faculty approaches the staff and suggestions given	
	Ethical approval for their research projects	Approval for research projects (internal and external)	IEC formed and registered. Meet as per the requirement and a[approval given	
Students	Active participation of students in sports and games	Create interest in sports and physical education programme	To organise systematic and scientific programmes in sports and games	
				PE

Possible External Issues

External Issues	Mechanism to resolve the issues	Issue identified and steps taken by (Department)
Upgradation of PwD Act 1995 to RPwD Act 2016	Form a team, get approval from ED/COG /PB and implement it	New Initiatives
Novel Pandemic affecting clinical services academic programs	Tele-practice in clinical service Online teaching methods incorporated for academics	ASLP
Covid -19 crisis on assessment and therapy	Tele practices were initiated in both synchronous and asynchronous modes	NDS
Bridging Information lacunae during pandemic times	Enabling remote access to information resources, personalized information dissemination for the needy.	LIBRARY
Frequent power failures / fluctuations causing hardware damages to a large extend. Battery replacements to faulty UPSs getting delayed due to the pandemic situation.	Upgrading and revamping UPSs and replacing damaged batteries at the earliest.	IT
Covid-19 pandemic affecting clinical/nursing services	Providing online services for health related concerns and questions for the staff and students.	ALLIED - Medical
COVID-19 affects direct intervention. Telepsychology being dependent on clients resources like income, availability, accessibility and knowledge to use online platforms and resources.	Telepsychology Educating clients and caretakers on accessing online platforms	ALLIED - Psychology
Lack of direct intervention	Arranged tele rehabilitation. Virtual Parental Training. Parental awareness programs in the form of webinars.	ALLIED - Physiotherapy
COVID 19 pandemic affecting therapy and preschool activities	Conducting tele rehabilitation sessions	EIP

APPENDIX-D


COVID 19 pandemic affecting the 2nd internal examination process, submission of practical works	Conducted online examination, soft copy submission of practical works	DECSE
Admission process 2020-2021 delayed End semester examination and start of next semester classes also delayed	Submitted proposal to University for conducting online aptitude test along with dates Informed ED and letter sent to Controller of examination and Registrar	DHI
Admission process 2020-2021 delayed Inspection for extension of approval for DISLI could not be conducted	RCI has called for online applications from 14.9 to 30.9.2020 Informed RCI and now RCI has asked to submit affidavit for temp approval before Sep 30	DISLI
Requirements for support from external agencies for developing accessible videos	Formed an Accessibility Support Group.	CCMD
Delay in getting filled proformas for functionality assessment Covid delayed the site visit and focus group discussions for setting guidelines	Direct submission and collection done. Delays getting reduced by sending email copies telephonic interviews and google form administration for collecting the details	RPCC
COVID-19 pandemic affects AT intervention services for clients and AT course.	Online intervention is explored. AT course is to be shifted to online mode.	CATI
COVID 19 pandemic affected almost all the administration activities of maintenance purchase logistics etc.	works and supply arranged by possible means by following safety norms and precautions.	ADMIN
Obtaining approval from the Govt regarding issues like pay revision, post approval	Initiated the process of staff pattern for approval from the Govt.	HR
Novel Pandemic affecting coaching and training programs	Support of online platform for imparting the need	PE


Possible Internal Issues

Internal Issues	Mechanism to resolve the issues	Department
An academic department getting ceased	Develop innovative strategy and implement	New Initiatives
Unavailability of funds	Identify funding agency	
Technical problems with clinical equipment	Regular maintenance checks	ASLP
Number of staff is less	More interns were taken	NDS
Unusual levels of approval for getting things done.	Following standard principles and practices.	LIBRARY
Hardware service and upgradation requirements are getting delayed due to the current pandemic.	Needs to initiate high priority to these task by the management	IT
Revenue generation affected by COVID-19	Identifying clients for webinars, telepsychology from other institutions to generate revenue.	ALLIED
Working space for faculty	managing with the limited space and provided working space in class rooms	EIP
Conduction of the practical sessions for the academic year 2021-22	Need to take measures to conduct online practical sessions.	DECSE
Stress faced by students due to online classes and lack of direct interaction	Group counseling sessions provided and individual interaction with students	DHI
Uncertainty reg skill development	Provide opportunities for real time interpretation in helpline, webinar, ISL news, trainings etc	DISLI
Space Constraints	Internal adjustment	CCMD
increased working stress for staffs due to network issues	Trying to procure new Jio connections for the staff so that network issues may be reduced	RPCC
CATI posts are not yet approved by the state government.	Continue working in 'project' mode, seeking external funds like CSR.	CATI

APPENDIX-E


	Documentation and transfer of knowledge acquired in CATI to NISH staff and to public by means of website and publications.	
Unavailability of funds to take up new projects during the year 2020-21	Proceed with works only only of emergency nature and projects have sufficient funds	ADMIN
Conid Pandemic affected the recruitment of apprentice, project staff	Online interview conducted for urgent requirements	HR
scarcity of fund and land for developing sports infrastructure	Identify funding agency	PE


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