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External training i.e. training attended by the employee outside the hospital environment is recorded in separate external training record register. Employees are required to submit a copy of the certificate awarded by the external agency for the purpose of record keeping in the personal file of the employee.

**Training Effectiveness Evaluation:**

Measuring the effectiveness of the training attended by the employee is a very important task for ensuring the usefulness of the training and the degree of knowledge it provided to the trainees. For that we conduct pre and post test during the training to evaluate the effectiveness of training.

**7.4.7. Training Feedback:**

Feedback of each training will be collected from the trainer as well as attendees with help of a measuring tool (checklist) for the purposes of measuring the effectiveness of the training.

**Records Generated:**


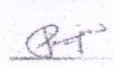

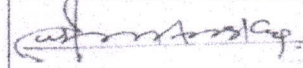
1. Training Calendar
2. Personal Training Record

**7.5. Performance Appraisal**

Performance of every employee is evaluated with the help of an appraisal form at least once in a year based on a pre determined criteria's which is relevant for each job. The Annual increments, confirmations and promotions etc are considered based on the evaluation of the performance. The Evaluation process contains 360 degree level of assessment which includes Peer Evaluation, Supervisory Evaluation, Self Evaluation, KRA, which are identified by departmental Incharges/ HOD's, Achievements etc. The immediate reporting authority is the appraiser and the HOD is the reviewing authority. If an employee is reporting directly to the HOD, there will not be any reviewing authority for such employees. Normally annual increment is decided as per the increment policy & training is provided to the staff. However employees who are extremely performed well will be considered for additional increment as recommended by the HOD and the approval of the management. Revision of salary for all categories or some specific categories, or promotions etc. will be considered by the management from time to time. The employees are made aware of the system of appraisal at the time of induction.

The appraisal system is used as a tool for further development by identifying training requirements and accordingly providing for the same. Key result areas are identified for each staff by the departmental incharges/HOD's and training need assessment is also done.



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### Performance Appraisal Formats

Performance Appraisal formats has been implemented as a part of performance appraisal system for all staff.

The parameters for the Appraisal are

- Job Specific Skills
- Knowledge
- Attitude & Behavior
- KRA

### Performance Appraisal Rating

- Outstanding
- Excellent
- Very Good
- Average
- Below Average

### Annual Increment

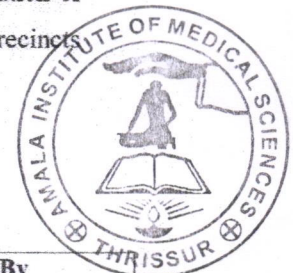
Annual increment is usually given in the month of January based on the objective analysis of performance of employees and it will be decided by the management based on the financial performance of the organization.

### Promotion

In certain cases employees are promoted considering their length of services, suitability, performance ability to take new initiatives and assignments. Designations and salary scales will be changed in such cases and the job profile may be the same. In some cases promotion is purely based on the vacancy in a higher post and such cases the selection is done by conducting interviews.

### 7.6. Dealing with misconduct

Misconduct shall mean any act or omission whether amounting to substantive act, abetment or connivance committed within the premises of the establishment or any act or omission which in any manner or guise is detrimental to the interest of the business or discipline or reputation or prestige of the company and the establishment whether committed within the premises or precincts thereof.



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