


Human Resources Process

Process Definition



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1. SUMMARY

- 1.1. This document defines the Human Resources process in details.
- 1.2. The relationship between this process and the other processes within the Ishik University management system is illustrated in the process flow map included in the [Quality Manual Doc IU.QM].

2. REVISION AND APPROVAL


This procedure is prepared, reviewed and approved as follows.

Prepared by	Reviewed by	Approved by
Rasha Alkabbanie QMS Coordinator	Wisam Abdulaziz HR Director	Dr. Idris Hadi Salih President

#	Date of Issuance	Ver.	Validity	Description of Change	Prepared by	Reviewed by	Approved by
1	15/05/2015	0	3 years	Original Release	Mustafa Albay	Dr. Mehmet Ozdemir	Dr. Mehmet Ozdemir
2	01/11/2017	1	3 years	The format has been changed, other items has been added to the content	Rasha Alkabbanie	Wisam Abdulaziz	Dr. Idris Hadi Salih

1. PROCESS DEFINITION

- 1.1. The purpose of this process is to ensure a smooth and an effective “On Boarding” of the new staff and to manage the Leave and off-days of the university members. Also, this process supports the staff who is seeking for an “Academic Promotion” form the Ministry of Higher Education.
- Additionally, this process ensures a smooth leave of the employee from the university in case of termination in a way that preserves the rights of both sides (university – terminated staff). All in all, this aim of this process is to respond to the staff needs since applying to the university until leaving it.

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2. PROCESS OBJECTIVES AND METRICS

- 2.1. Process objectives for this process are defined in the “Quality Objectives of Ishik University” document.
- 2.2. In addition, each objective has at least one metric (or KPI) with which management can measure the effectiveness of the process. These are also defined in the “Quality Objectives of Ishik University” document.
- 2.3. The targets of each objective are determined in October of every academic year.
- 2.4. The achievement of the quality objectives are discussed in the Management Review Meeting.

Quality Objective	Key Performance Criteria (KPI)	Other process contributes to the final target
C7 Updating the personal records of the university staff annually.	% of the personal records updated	None
Decreasing the amount of complaints about the HR Process	Number of petition letters submitted for complaining about the performance of the HR unit annually	None

3. PROCESS OWNERS AND RESPONSIBLE PARTIES

- 3.1. The owner of this process is the **Director of Human Resources Unit**.
- 3.2. The **Staff of HR Unit** will ensure proper fulfillment of the requirements of this process.
- 3.3. The **University Council** will ensure proper resources are provided for this process.

4. TYPICAL PROCESS INPUTS AND RESOURCES

4.1. Technical Information Needed:

- Petition letters containing a need of hiring new staff.
- Academic Staff Hiring Criteria list issued by the Ministry of Higher Education.
- List of Required Qualification for the Non-Academic Positions.
- CVs of the Applicants.
- Leave requests.
- Promotions requests.
- Termination Requests.
- Staff Handbook.

4.2. Resources/Facilities and Techniques needed:

- Ability to post the “Job Opportunities Announcements” into the University Webpage and/or other media platforms.
- Contacting channel between the university and the ministry.

4.3. Resources/Personnel needed:

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- Staff of HR Unit.
- Members of Hiring Committee.
- Members of Promotion Committee.

4.4. Special training needed

- None.

5. SUP-PROCESSES WITHIN THIS PROCESS:

- Staff Establishment
- Staff Recruitment
- Leave and Off Days Management
- Staff Reviews and Promotions
- Termination of an employee service
- General Office Operations

6. TYPICAL PROCESS OUTPUTS

6.1. Service produced:

- The Need for hiring new staff is fulfilled.
- New staff is on board.
- Leave requests are managed properly.
- Termination passes smoothly.


6.2. Documents produces :

- None.

6.3. Records produced:

- Hiring Academics Checklist (IU.QM.FR.046)
- Staff Employment Form (IU.HR.FR.002)
- Application & CV. Form (IU.HR.FR.007)
- Leave Request Form (IU.HR.FR.003),
- Academic Promotion (IU.PC.FR.002)
- Promotion Checklist (IU.QM.FR.069).
- Reviewer Form for Academic Promotion (IU.PC.FR.006).
- Meeting Minutes of Promotion Committee (IU.PC.MM.001).
- Employment Termination Form (IU.HR.FR.001)
- Check List of Summer Leave (IU.AQ.LS.001)
- Termination Checklist (IU.HR.FR.020).

7. RELATED RISKS AND OPPORTUNITIES


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Risk	Likelihood	Severity	Assessment Method	Mitigation
Recruiting staff who don't meet the hiring criteria	Unlikely to occur	High	None	Double check of the Applicant Records and CV by the HR Director and the Head of Department/Unit the staff is applying for
Being late in the requirement process (after the start of the academic year)	Somewhat likely to occur	Moderate	None	Announcing the Job Opportunities in "May" of the academic year ahead
Staff terminated leaves without finalizing his duties and submitting the required records	Somewhat likely to occur	Moderate	Petition submitted by the related head of department	Filling "Summer Leave Checklist" and "Termination Checklist" before by the terminated staff before getting his/her last payment.


8. STEPS

8.1 Hiring and Recruitment Procedure


Step #	Subject Title	Responsible	Description	Records
Step 1	Appointment Decision	Deans, Directors, University Council	<ul style="list-style-type: none"> - At the beginning of each academic year, the Deans of Faculties and the Directors of the Nonacademic Units fill the form of "Educational Year Personnel Planning IU.FA.FR.215E" and submit it to the University Council. - The University Council discusses the form content and approves it. - The approved forms are returned back to the faculties/units for starting the advertisement step for the available vacancies. 	Educational Year Personnel Planning IU.FA.FR.215E

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Step 2	Advertising of Appointments	Deans, Heads of Departments, Directors of Units, Director of Editorial Affairs, Web Editors	<ul style="list-style-type: none"> - To attract the most suitable and qualified candidates, the vacancies are widely advertised. - The Dean/Head of Department/Director prepares the Text of the Vacancy Advertisement. this advertisement shall at least indicate the followings: <ul style="list-style-type: none"> a. The Specific title of the job vacancy and the name of the Department/unit hiring. b. The skills and qualifications that should be available in the applicants. c. The term of employment (fulltime –part time) d. The contact information which the applicant shall apply through. e. The Application Method (sending cvs or visiting the university campus). f. The Deadline of the application process. g. The e-link of the Application (if any). - The Dean/Head of Department/Director sends the text for the Director of Editorial office for his/her approving. - The Dean/Head of Department/Director sends the approved Vacancy Advertising text to the related Web Editor for posting it on the University Website and Social Media Platforms. 	Job Vacancy Advertisement
Step 3	Shortlisting	Deans, Heads of Departments, Directors of Units,	<ul style="list-style-type: none"> - The Dean/Head of Department/Director reviews the CVs received. - If the CV indicates that the applicant has all the skills and qualifications mentioned in the vacancy advertisement, the Dean/Head of Department/Director should contact the 	“Hiring Checklist IU.QM.FR.46”

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		Director of HR	<p>applicant and inform him/her to submit the required documents.</p> <ul style="list-style-type: none"> - The required documents are mentioned in the "Hiring Checklist IU.QM.FR.46". - When the applicant submits his/her documents, the director of HR checks the validity of them and fills the "Hiring Checklist IU.QM.FR.46". if all the documents are valid, the Director of HR informs the related unit to add the name of the applicant to the interview list. 	
Step 4	Interview and Notifying the Applicant	Deans, Heads of Departments, Directors of Units,	<ul style="list-style-type: none"> - The unit contacts the applicants shortlisted and informs them about the Interview Date and Time. Also the applicant shall be informed to prepare a 20 minutes lesson to present it in front of the Recruitment committee. - The topic of the lesson should be in the specific area the vacancy is about and should be determined by the Dean/Head of Department/Director. - The applicant should be notified about the interview one week in advance. - For non-academic vacancies, the lesson is not required. 	None
Step 5	Staff Selection	Deans, Heads of Departments, Directors of Units, Recruitment committee	<ul style="list-style-type: none"> - The Dean/Head of Department/Director forms a Recruitment committee for each vacancy. - The following criteria should be considered while choosing the Recruitment committee members: <ul style="list-style-type: none"> a. Their Academic/Profession specialization should be in the same area of the Vacancy b. They should be full-timers at Ishik University. c. They mustn't be direct relatives to the applicant. 	Candidate Evaluation Form IU.FA.FR.212E. <hr/> Official Letter

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			<ul style="list-style-type: none"> - The composition of the Recruitment committee is as the following: <ul style="list-style-type: none"> ▪ Chair: the chief of the unit/ department the vacancy is in. ▪ Members: at least two. - The main duties of the Chair of the recruitment committee: <ul style="list-style-type: none"> ➤ Deciding the order of questioning by the Committee members. ➤ To ensure that every candidate receives the same opportunity (and time) to explain their experience, ability and potential to the Committee. ➤ Introducing the Committee members to the candidate. ➤ Opening and closing the interview with the candidate. ➤ Ensure that all areas of a candidate's application have been sufficiently explored throughout the interview so that an evaluation judgment can be made. ➤ Reminding the Recruitment committee that the selection process is confidential. ➤ Advising the Committee that the same core questions must be asked of each candidate. - The applicant presents his/her lesson in front of the committee for 15 to 20 minutes. - The committee members ask questions related to the profession and to the required skills. - By the end of the interview, the committee members fill up the Candidate Evaluation Form IU.FA.FR.212E. 	
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			<ul style="list-style-type: none"> - The Chair chooses the candidate with the highest evaluation points then he/she submits the evaluation form to the superior and then to the Presidency Office attached by an official request of employing the candidate. 	
	Contracting and Personal Recodes	President, Hiring Committee, Director of HR	<ul style="list-style-type: none"> - If the president approves the request, he forwards the petition letter to the Hiring Committee. - The Hiring Committee discusses the petition in the meeting. If it is rejected, it is returned to the related department. If it is approved, the staff is called for signing the contract. - The Hiring Committee sends copies of the contract to : <ul style="list-style-type: none"> ✓ Related department. ✓ Hired employee. ✓ Financial affairs. ✓ It services. ✓ Human resources. - The original contract is kept with the head of hiring committee. - The Director of Human Resources informs the hired staff to submit his/her documents (the last academic degree certificate, a copy of: his/her passport or ID cards or residency card <ul style="list-style-type: none"> ❖ Personal photos ❖ Academic Certificates ❖ Profession Certificates - The Director of HR informs the applicant to fill up the Application & CV. Form (IU.HR.FR.007). - Human Resources unit is responsible about keeping and maintaining the Personal 	<div>The Application & CV. Form (IU.HR.FR.007)</div> <hr/> <div>Personal Documents</div> <hr/> <div>Employment Contract</div>

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			Records of all the University Staff (as hard copies and soft copies). - Personal records are kept according to the Archiving Rules of Ishik University.	
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8.2 For sub-process: Leave and Off Days Management

1. The concerned member fills Leave Request Form (IU.HR.FR.003), and then he/she pass the form to his immediate superior and to the supervisor superior for approval. In the case of annual leave, the form must be passed to the president for approval.
2. Then the form is passed to HR Unit, if it is approved, it is forwarded to the president office for conformation.
3. A copy is sent to each of: deanery / head of department and to the applicant, the original form is kept in the human resources department in the applicant personnel file.

8.3 For sub-process: Termination of an employee service

1. The employee's superior sends the request of terminating to his/her head via internal communication.
2. The request of terminating is discussed in the faculty board/ administrative affairs board meeting to reject or approve it.
3. If it is approved, the superior asks for confirmation from president's office by sending meeting minutes attached.
4. The president forwards the request to the University Council.
5. The University Council discusses the petition in the meeting, if it is rejected, it is returned to the related department. If it is approved, University Council sends dismissing letter including some directives then the letter is signed by the president.
6. A copy of the dismissing letter is sent to :
 - The employee.
 - Human resources unit.
 - Related dean and Head of department.
7. The employee is directed by his superior to fill the Employment Termination Form (IU.HR.FR.001) and submit it to HR Unit.
8. The Director of HR passes the filled termination form to president and Vice presidents for confirming and signing.

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9. The head of department asks the employee to fulfill the requirements listed in the Check List of Summer Leave (IU.AQ.LS.001) then to sign it and submit it to the department.
10. Director of HR asks the employee to return the following items to the university:
 - ID Card
 - Car Badge
 - Office Keys
 - Master Key or other rooms keys (laboratories, halls , others)
 - Cancel email accounts
 - Office Furniture
 - PC and Electronic Devices
 - Webpage Account
 - Library Materials
11. The employee fills up the Termination Checklist (IU.HR.FR.020).
12. The Director of HR inserts the filled termination form in the employee personnel file and sends another copy to IT services and financial affairs department.

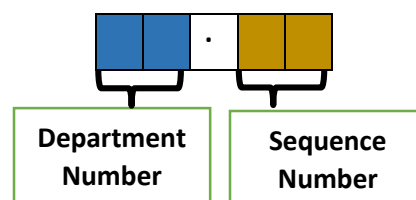
8.4 For sub-process: General Office Operations

1. Each office staff shall ensure that all the required office stationary and equipment are requested, procured and available in the office.
2. Each office staff shall receive visitors and documents and serve them according to the staff hand book and his/her job description.
3. The office staff shall check and collect their mails from their superiors and from general secretariat and president office on a daily basis.
4. The office records shall be saved according to Control of Records Procedure (IU.QM.PR.004).

8.5 The System of Personal Files

1. Each employee has an HR Code.
2. The Design of the Code is based on the following rule:

The coding starts with two digits representing the “Department/Unit”, then it is followed by two digits representing the sequence number of the employee. The sequence is based on the alphabetical order.



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3. The HR Codes are listed in the form IU.HR.FR.027E by the Director of HR. The list is reviewed annually.
4. The Codes of the departments/units are:

Dept.	ID
Rectorate	01
Dentistry	02
Pharmacy	03
Architecture	04
Int. Design	05
Civil	06
Computer	07
Survey	08
Petroleum	09
Mechatronics	10
Information Technology	11
Medical Analysis	12
Biology	13
Physics	14
Math	15
English Language Teaching	16
Business & management	17
Accounting	18
International Relations	19
Law	20
Dean of Students	21
Prep. School	22
IUCEC	23