

Report on the Capacity Building Programme for Non-Teaching Staff - Batch 3 19. 8. 2026, Wednesday, 10.00 AM

Recognizing the important role of non-teaching staff in institutional effectiveness and quality enhancement, the IQAC, JSS AHER, Mysuru, organized a **Capacity Building Programme** for Non-Teaching Staff- Batch 3, on 19th August 2026 at the Medical Education Unit, JSS Medical College, Mysuru at 10 AM. The programme aimed to enhance their professional competencies, documentation practices, workplace efficiency and digital skills, with emphasis on accurate record keeping and effective administrative support.

Inauguration

The programme commenced with an inaugural session graced by **Dr. Manjunatha B**, Registrar, JSS AHER, **Dr. Balaraj B**, Dean, JSS Medical College, Mauritius and **Dr. Pramod Kumar TM**, Principal, JSS College of Pharmacy, Mysuru. The programme was compered by **Dr. Shwetha K**, member, IQAC, JSS MC, Mysuru





Dr. Supreeth M, Assistant Dean (IQAC), JSS AHER, Mysuru, welcomed the gathering and highlighted the significance of continuous learning and capacity building in strengthening professional competence and fostering a culture of quality among non-teaching staff.



Inauguration of the event by the dignitaries



Dr. Manjunatha B, Registrar, JSS AHER, Mysuru, emphasised that non-teaching staff are the backbone of the institution and play a vital role in ensuring the smooth functioning of the administration. He reiterated on the Pro-Chancellor's note that they should not merely be considered the 'Heart' of the institution but should also become the 'brain' and every supporting 'organ' that contributes to the effective functioning and administration of the institution.

He highlighted the vital role played by non-teaching staff in institutional documentation, including preserving, processing and submitting documents and data to various platforms and agencies. He emphasized that documentation is a major component of several institutional processes, particularly ranking and quality assessment platforms. Therefore, the personnel responsible for documentation should develop thorough expertise and mastery in handling institutional records and data, ensuring that the information is properly maintained and submitted as required. This would significantly contribute to the smooth functioning, quality enhancement and overall development of the institution.



Dr. Pramod Kumar TM, Principal, JSS College of Pharmacy, Mysuru, highlighted the important role of non-teaching staff in maintaining proper documentation for the smooth functioning of the institution. He emphasized that staff should have a clear understanding of documentation procedures and submission timelines to ensure that institutional requirements are completed efficiently and without delay.

He further stated that non-teaching staff serve as an important support system for various institutional initiatives and should maintain trust, integrity and professionalism in their responsibilities. He also emphasized that proper documentation and ethical practices are essential for providing reliable and effective support to the institution and its leadership.



Dr. Balaraj B, Dean, JSS Medical College, Mauritius, emphasized the importance of maintaining accuracy and completeness in institutional documentation. He stressed that every detail, including spelling, facts and figures, should be carefully verified and accurately recorded, as these documents are important for institutional ranking and decision-making processes. He further emphasized that all documentation should be maintained in a clear, clean and legible manner, so that the required details can be easily identified by anyone referring to the records.

He highlighted the importance of maintaining raw data in a clear, transparent and systematic manner, as reliable raw data serves as the foundation for preparing institutional documents and reports for submission to various ranking agencies. These observations are consistent with the reference report's emphasis on systematic documentation, record maintenance and adherence to institutional quality standards for ranking and accreditation preparedness.



The Vote of Thanks was proposed by **Dr. Sumana K**, Deputy Dean (IQAC), JSS AHER, Mysuru. She highlighted the significance of effective communication in fostering clarity, professionalism and positive workplace relationships. Referring to Basavanna's profound vachana, 'Words spoken should be like a garland of pearls', the importance of choosing words thoughtfully, respectfully and meaningfully was emphasised. The session concluded with an expression of sincere gratitude to the His Holiness Swamiji, leadership, resource persons and the participants for their valuable contributions and enthusiastic participation. The session concluded with a group snap.



Session 1: Communication Skills

Dr. R. Sudeendra Bhat, Controller of Examinations, JSS AHER, Mysuru, delivered an insightful session on '**Communication Skills**'. He emphasized that effective communication is not merely the exchange of words but ensuring that the intended message is clearly understood by the receiver. The session covered the different types of communication, elements and barriers of interpersonal communication, the importance of feedback, active listening and non-verbal communication. He also highlighted the **6 Cs of effective communication—Clear, Complete, Courteous, Concise, Correct and Convincing**—as a practical framework for preparing effective professional messages.

The session further focused on improving oral communication through appropriate voice modulation, pronunciation, articulation, pace and effective use of body language. Participants were encouraged to practise active listening, avoid interruptions, clarify doubts and use feedback to prevent misunderstanding. The importance of clear and accurate written communication was also emphasized, particularly in professional settings, where proper spelling, grammar, punctuation and precise wording contribute to credibility and effective workplace communication.



Session 2: Leave Rules and Service Rules.

Mr. C. C. Hiremath, Finance Officer, JSS Academy of Higher Education & Research, Mysuru, conducted the session on **'Leave Rules and Service Rules'**. The session provided participants with a clear understanding of the leave and service regulations applicable to non-teaching staff of JSS AHER. The different types of leave, including Casual Leave, Earned Leave, Maternity Leave, Special Casual Leave, Leave Without Allowances, Study Leave and Sabbatical/Academic Leave, were explained along with the general conditions for sanctioning and availing leave. The session also covered important service-related provisions such as annual increments, leave salary, TA and DA, EPF, gratuity, professional tax and ESI. In addition, emphasis was placed on the roles and responsibilities of non-teaching and administrative staff in contributing to institutional quality and university rankings. The importance of accurate data maintenance, research documentation, student support services, accreditation and quality assurance, digital services, sustainability initiatives, institutional communication, alumni engagement and industry collaborations was highlighted.

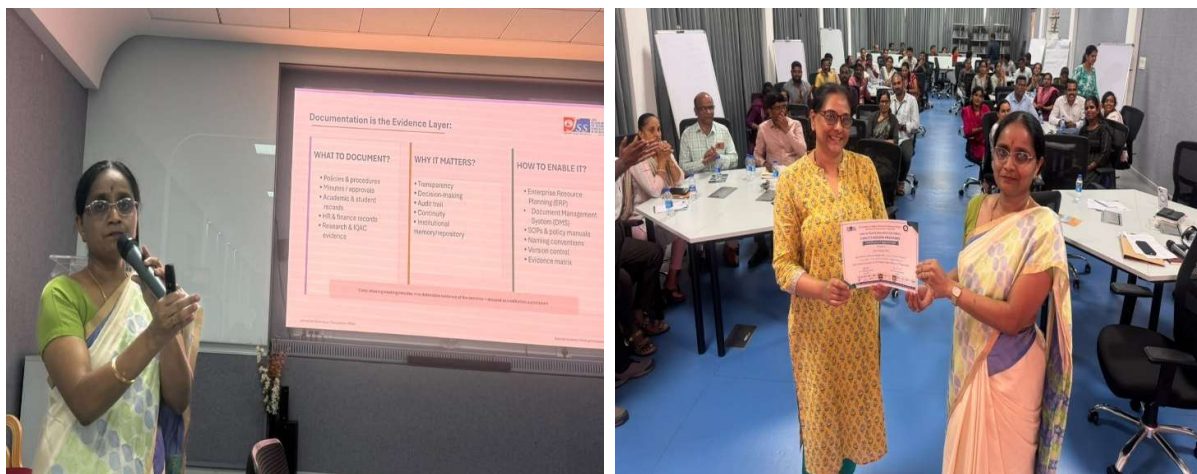
The session emphasized that the contribution of non-teaching staff is essential for improving institutional efficiency, documentation, student satisfaction, quality assurance and overall performance in national and international rankings. The session was informative and helped participants gain greater clarity regarding institutional service rules, workplace responsibilities and their significant role in supporting the overall growth and excellence of JSS AHER.



Session 3: Information Governance, Compliance & Ethics

Mrs. Kokila M. S, Administrative Officer, JSS College of Pharmacy, Mysuru, conducted the session on **'Information Governance, Compliance & Ethics'**. The session focused on the importance of proper documentation and information management in institutional governance. The session highlighted the significant role of systematic and accurate documentation in supporting accreditation processes and institutional rankings. Participants were sensitized to best practices in records management, including the proper maintenance, organization, confidentiality and security of institutional information.

The session also emphasized the importance of complying with institutional policies, procedures and applicable regulatory requirements while handling official records and information. The participants were encouraged to maintain high standards of professional ethics, accountability and responsibility in their day-to-day activities. Overall, the session helped participants understand how effective information governance, proper documentation, confidentiality and compliance contribute to a strong culture of quality, transparency and accountability within the institution.



Session 4: Application of AI in the Contemporary Workforce

Dr. Sheshagiri Dixit, Assistant Professor, Department of Pharmaceutical Chemistry, JSS College of Pharmacy, Mysuru, and **Dr. K. Tridev Shastri**, Assistant Professor, Department of Pharmaceutical Chemistry, JSS College of Pharmacy, Mysuru, conducted the session on **‘Application of AI in the Contemporary Workforce’**. The session focused on the growing importance of Artificial Intelligence (AI) in the modern workplace and its applications in improving efficiency, productivity and administrative processes. The participants were introduced to the practical applications of AI tools in day-to-day professional activities, including drafting, information processing, communication and other workplace tasks.

The session included a hands-on training on the effective use of **ChatGPT**, with emphasis on how to frame appropriate and effective prompts to obtain accurate and useful responses. The participants were also introduced to **Notebook LM**, with practical guidance on its features and applications for working with information and documents. The training provided participants with an opportunity to understand and explore various AI tools that can support their professional responsibilities. The session concluded with an interactive Q&A session, where participants discussed their queries and clarified their doubts regarding the practical use of AI tools in the workplace. Overall, the session provided valuable practical insights into the effective and responsible use of AI and encouraged participants to adopt appropriate digital tools for enhancing workplace productivity and efficiency.



The programme concluded with the distribution of certificates to all participants, recognizing their active participation and successful completion of the programme.

-Sd-
Dean (IQAC)
JSS AHER, Mysuru

JSS ACADEMY OF HIGHER EDUCATION & RESEARCH

(Deemed-to-be-University) Accredited A++ Grade by NAAC

Sri Shivarathreeshwara Nagara, Mysuru - 570 015, Karnataka, India

Phone: +91-821-2548393 || Email: info@jssuni.edu.in || Website: www.jssuni.edu.in

