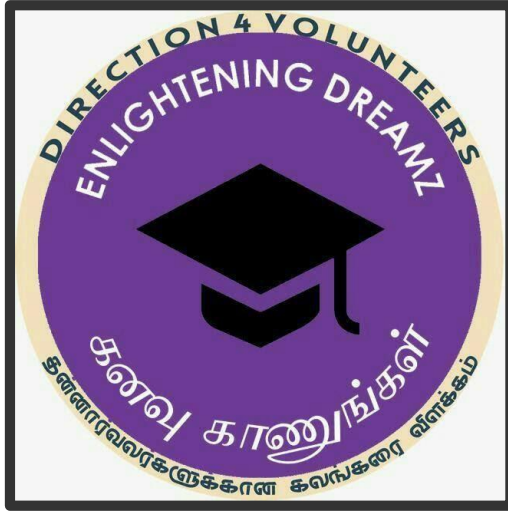


D4V – Academic Support Team

- Enlightening Dreams and
Future



Standard Operating Procedure V1.0

Contact Details:

academic.d4v@gmail.com

Vision:

- Our Vision is to provide an exemplary academic support service that enriches and empowers the deserved student's life; we support students financially to pursue/chase their dreams.

Mission:

- To support and guide the students who are financially poor but rich in academic knowledge and help ~~wise to~~ lifting up their career and life.

Roles and responsibilities:

- The Core team leads are responsible for the smooth functioning of the portfolio, to assign tasks to the team members, preparation of SOP and DB maintenance of the Academic support team.
- The lead is also responsible for creating better future and comfortable working environment thus ensuring the long run of the team.
- Team functions under the full guidance of these leads.
- These leads are also responsible for the coordination with sponsors/beneficiaries, volunteers, clarifying team's queries on portfolios and provide status/report on teams as whenever there is a request for it.

Apart from these members we have 12 active volunteers who are all a part of request selection team. ~~They to~~ analyze and ~~take up~~ provide suggestions about or approve the request for further processing.

~~And also we ha've more than 40 volunteers who are being~~ Anyone interested in Academic portfolio can be a part of Academic Support Volunteer Group.

As always the request will be processed by crossing:

Request Selection Team→Notification to Volunteer Support Group→Portfolio Head Approval →Finance team approval and final stages of process (crowdfunding / Direct sponsorship/ if funds alerady available will be used).

WhatsApp Groups that we have and rules and regulations of Groups:

- **D4V Academic Support**

It's a general group for the academic support where we have all volunteers and active leads. All kind of suggestions/opinions across all requests/events will be discussed in this group. gathered.

- **Academic Support Documents Follow up**

It's a group where we will assign report works, discuss about the closure of education report documents.

- **Request Selection Team**

Team plays the major role to select the academic requests based upon the mentioned criteria/clauses.

- **Academic Support important discussion: Core body discussing group.**

Note: All the verified members of D4V and who would like to volunteer for academic team can be a part of D4V Academic Support Team.

Persons can be added by verification team directly else via Academic Support Team leads approval. While removing the members is sole responsibility of Academic support Team leads.

Group members are always welcome to give suggestions/opinions to take up or complete an education request by means of volunteering.

Volunteers should post only the verified posts/requests among the group in order to maintain a good shine and going. Misleading this will be questioned.

Removing of inactive members from general volunteers group will be done if found inactive for 6+ months or can also request to add/remove for temporary period owing to personal reasons.

Tie up that we have with other D4V internal teams:

Verification Team :

Interested volunteers to an academic team will be added by this team.

RB Team :

To broadcast the daily updates if any.

Broadcast Team :

To broadcast the education requests ~~across among~~ Social Medias.

Voice Team :

Pictorial MEMEs also will be added while broadcasting the education request with the help of this team.

The following are the stages that we come across to complete/support an education request:

Stage 1: Arrival of Education Requests:

- Volunteers, individuals and co-organizations will send the education help/request details to either Direction for Volunteers WhatsApp Group or support@d4v.in or academic.d4v@gmail.com.
- The personal details and soft copies of the following documents of the beneficiary are required to process any education request.

Details Required:

- ✓ Name
- ✓ DOB
- ✓ School/College name
- ✓ School/College Address
- ✓ Certificates (Mark sheet, ID card etc)

- ✓ Parents details
- ✓ Address
- ✓ Family Background description
- ✓ Amount required
- ✓ Last date for payment
- ✓ Community (To check on the scholarships/loans availability & update the beneficiary)

Documents Needed:

Requisition Letter signed by the beneficiary or guardian (in case of minor) and a scholarship form while meeting the volunteer and beneficiary.

ID Proof : Aadhaar card, License, Voter Id, College/School ID
Educational certificates: Bonafide certificate , Fees structure , Qualifying mark sheets, Transfer Certificate (TC).
 Annual income certificate (If needed as an additional proof)
 Death certificate (If needed as an additional proof)

Stage 2: Eligibility criteria for processing an education request by Academic support Team

The following points are the eligibility criteria for a beneficiary to avail financial aid by Academic support team.

- ✓ Parentless / Single parent
- ✓ Low socio-economic status (Financially low)
- ✓ 60% for Government & Government aided schools
- ✓ 70% for Private schools (supports private school requests only for primary education [L.K.G to 5th std])
- ✓ 60 – 70% for college students (Preference will be given to Govt College Students)
- ✓ Affected in any natural disaster (Eg- Floods)
- ✓ No preference for matriculation school requests until unless single or parentless child (The student should've scored very high marks and if he/she ready to join govt/govt aided school further help will be arranged)
- ✓ Life threatening disease like Cancer etc.
- ✓ Transgender.

Note:

Post-Graduate (PG) Courses: Beneficiary request is taken only for government colleges with low economic background and 60% in qualifying examinations.

Special cases such as visually challenged or differently abled will be provided exemption on the eligibility criteria.

In case of any deserved emergency education requests that arrives, Leads has the sole authority to proceed immediately with 24 hrs of time frame for the feedback from Academic Team along with approval of the ~~president /secretary signatory from Committee.~~

** Emergency requests which means the beneficiary may have the condition to remit fees else he/she won't be able to appear for the university/board exams.

** Unfortunately parent expired and no mode of help in a situation.

* Decision by Leads of Academic support with Executive committee board approval will be the final on any request.

Stage 3:

- Field verification of beneficiary details and documents by D4V approved volunteers / reliable source of contacts.
- ~~Academic support takes the eligible requests to Executive committee for approval.~~
- Request is approved only when 75% of the request selection team members provide their sign off.
- Academic support takes the eligible requests to Executive committee for approval.

Stage 4:

- Minimum amount of Rs.2000 will be granted on approval of the request by executive members from D4V's '**Together we can**' initiative to raise funds for education requests.
- A report message with all details and documents of the beneficiary will be prepared
- The message will be broadcasted by broadcast team across social media and via e-mail to interested sponsors and well-wishers of D4V to raise the beneficiary requested funds.
- The funds collected will be directly paid to the school/college by D4V approved volunteer in the presence of the beneficiary
- Financial team will send the voucher for the amount being offered by Direction for Volunteers(D4V) People Welfare Association through the approved volunteer to be duly signed by the beneficiary or his/her parent/guardian (If minor)
- Receives copy of fee receipt, supporting pictures of beneficiary along with school/college authorities for documentation and request closure procedures.
- We also hold responsibility to send thank note along with the receipt for the amount donated to the sponsors.
- Complete report on the request is documented enclosing all details, reviewed and updated to the database by Report team.

Are we having a limit of requests to be accepted in a month?

Entirely depends on the eligibility criteria satisfaction, ~~and~~ amount that is being requested by the beneficiary and also requests closures for the month (Portfolio has rights to deny/take up requests under circumstances).

Other activities that can be arranged by the Academic Team are follows:

- ✓ Scholarship Awareness Session

Session is depends on the number of volunteers' availability and schools permission. We will try to conduct twice in a year (Not mandatory to be stick in this) based on various factors.

- ✓ A massive session to elaborate "Studies after Higher Secondary"

A session for the Higher Secondary Students; to choose their graduation plans. Again depends on the volunteer's strength and schools permission. If time permits and if we get permission from higher authorities will arrange across the districts. [This is taken care in Career Guidance SOP. Please coordinate and update in anyone]

Note: Any terms/conditions to this document may subject to change and the same will updated /circulated on quarterly basis. Major decision would be supported by separate Resolution document duly approved by Core body members. All rights reserved to Academic support team.

Let's Spread Volunteerism

Please add the following to this document
Limitations on Request amount of any request
Education Request & Sponsor tracking
Escalation procedures

- Add the eligibility criteria document as an annexure