



**Avicenna International Community College Ltd**

**Case management Regulations**

**Tbilisi  
2018**

## **Article 1. General provisions**

- 1.1 The present case management regulations of Avicenna International Community College LLC are developed by based on the "Uniform Rules of Proceedings" approved by the Presidential Order # 414 of July 1, 1999.
- 1.2 The aim of United Case Management Regulations (hereinafter the regulations) of Avicenna International Community College LLC is to regulate document turnover in the institution, conclusion of documentation, coordination, coordination of the process, controlling the execution of documents, preparation of documents in the archive, increasing the effectiveness of management activities.
- 1.3 The rule of work defined by this document is mandatory for all employees of Avicenna International Community College Ltd.
- 1.4 The staff of Avicenna International Community College LLC are responsible for the care of the documents and the information they contain.
- 1.5 The institution provides the protection of the requirements of the Law of Georgia on Personal Data Protection.
- 1.6 The institution has a case manager who performs the proceedings in accordance with this Rule and whose working hours are determined by the regulations of the institution

## **Article 2. Document Turnover Organization**

- 2.1. The movement of the documents before the completion of their acceptance or establishment, before departure in case, and / or in the archives of the institution is a document turnover process.

## **Article 3. Managing Documents**

- 3.1. The documenting of the administrative activities of the institution includes the process of creating necessary manual documents for the implementation of the management actions. Documenting is carried out using ordinary (printed documentation and so on), as well as technical forms (computer drives, etc.).
- 3.2. For the purpose of solving important issues, basic and operational tasks, the institution issues various documents within its competence. Documents issued by the Director's Order are issued in the form of the order, decree, instruction, while the collegiate body (commissions, etc.) - as the decisions (resolutions) in the protocols.,
- 3.3. The orders are issued by the director. Order project will be developed by the relevant structural unit under the direction of the director and / or on his own initiative.
- 3.4. The text of the command line consists of a consortium and a decree. The goals and objectives of the document are formed in the consultation section, the basis for the publication (statement, legislative or normative act, their name, number, date, etc.). The decryptive part of the command begins with the word "I order", it contains a specific action, executor and execution deadlines, as well as a person who is responsible for the control of the performance.

3.5. The order shall be submitted to the Director for the signature by the structural unit which has been assigned and / or by the initiative of which the draft order was prepared..

3.6. Orders (Index 01 No. 1), is calculated in the calendar year by ordinary numbers.

3.7. Orders are registered in the Registration Journal of the Orders, as follows:

- **Order number;**
- **Order number and date of receipt**
- **Author of the order**
- **Short summary of the order;**
- **Person responsible for execution of the order; Signature and date;**
- **Term of execution of the order;**
- **Number of basic sheets of the order;**
- **Number of sheets of annexes to the Order**
- **Note**

#### **Article 4. Past Documentation**

4.1. The past documentation belongs to any type of document that is directed to outside the scope of the authority of the institution.

4.2. Past documents include:

- letter - Initiative / Response, Power of Attorney and Recommendation (Index 02 shall No. 2)
- - Reference (Index 03 case № 3)

4.3. The previous documentation will be registered in the relevant journal - in the registration book of the past document, which indicates:

- **Serial number;**
- **Registration number and date;**
- **Author**
- **Short content;**
- **Addressee;**
- **The form of sending a document (in case of handing the document to the addressee, the name and surname, signature and date of the document recipient is indicated);**
- **Number of basic sheets**
- **Number of sheets of annex**
- **Note**

4.4. The copies of the last document are stored in the institution case manager; On the copies of the previous documents that are in the case, it is not necessary to indicate the date of certification and the position of the person who is the certifying the copy.

4.5. In case of sending the copy of the document to the other institution or handing it to the other person, the signature is certified by the seal of case manager service and the "copy is correct with the original" stamp.

4.6. In the relations with other institutions and individuals, the institution uses a form of writing, as well as other means of communication. (electronic mail).

### **Article 5. Incoming Documents**

5.1. The documents entered into the institution are undertaken for primary processing, pre-selection, registration, indentation and management of the institution

5.2. The incoming documentation is registered on the day of receipt. Documents received during non-working hours or days are registered on the next working day.

5.3. Before the opening of the envelopes (packages), their intachness is checked as well as the correctness of the addressee, the envelope (packet) received with the wrong address will be sent to the owner and / or returns to the author unopened.

5.4. Envelopes (packages) with the inscription "personally" will be delivered to the addressee unopened and shall be registered according to the data on them.

5.5. The head of the institution will be delivered the documents, received on the name of the institution and / or received from the legislative, state and other institutions, and / or contain information on the principle issues of the institution's activities and the fulfillment of which requires the director's competence.

5.6. In relation to those incoming documents requiring immediate execution, in case of urgent cases the performer is permitted to get acquainted with their content before consideration by the management of the institution.

5.7. The Case Management implements the receipt of the documents and primary processing of them;

5.8. During the registration, the stamp of the establishment will be placed at the lower right corner of the first page of the document, where the entry date and the document registration number in the institution is indicated.

5.9. The basic index of the document consists of the serial number of its registration.

5.10. All the received documents are assigned a registration number that is formulated as follows: The document's registration index is allocated by the linear line and the order of registration in the document's registration journal shall be indicated.

5.11. Received documents are as follows:

- Letter (Index 04, Case N4.)
- Application and internal turnover documents (Index 05, case # 5)

The submitted documentation is recorded in the in-book documentation - The following documents are available by the following details:

- **Serial number**
- **Registration number; The date of registration**
- **The identity of the sender;**
- **Short content of the document (including the number of the entered documents, date);**
- **Person responsible for performance; Signature and date; Term of execution;**
- **Number of basic sheets**
- **Number of sheets of annex.**
- **Note**

5.12. The instructions on the execution of the document are fixed in the form of a resolution containing the name of the performer, the content of the order and the term of the execution. The resolution must be signed and dated.

### **Article 6. Protocols**

6.1. The proceedings of the institution's partners and collegiate bodies, meetings and conferences are discussed in the protocols.

6.2. Protocols are made based on the records of the sessions and other materials prepared for meetings (reports, speeches, texts, references, resolutions or decisions of the projects, agenda, list of invitations etc.).

6.3. The text of the protocol shall consist of the date and location of the compilation, the introduction and the principal parts. In the introductory section the following requisites will be filled: Chair; Secretary; Attended; Agenda. These details can be printed.

6.4. Protocols Index 06: Partners' Assembly Protocol 06/01/01, case №6

6.5. Registration of protocols shall be conducted in the Registration Journal containing the following information:

- **Serial number**
- **Registration number and date**
- **Receiving body;**
- **Short content**
- **Who was instructed to make a decision; Term of execution;**
- **Number of basic sheets**
- **Number of sheets of annex.**
- **Note**

## **Article 7. Prepare, submit, send and forward the management document and requirements for the text of the document**

7.1. The form of the blank is used for signing legal acts and other documents in the institution, The form of the blank contains: symbolic institution, name of the institution, address and other contact information..

7.2. The case manager shall provide the written information provided by one structural unit of the institution to other structural units and / or personnel if necessary

7.3. The information prepared in the structural units of the institution will be presented to the Director as a project.

7.4. The case management manager provides the submission of the project to the director and after receiving it back, delivery to the relevant addressee and accounting for this procedure.

7.5. Documents with informative character will be sent to the addressees without requests.

7.6. The term of execution of tasks is determined individually.

7.7. The text of the manual document shall include clearly, confidently and concisely presented vocabulary arranged information, the contents of which should be related to the discussing issue. It is permissible to use more and more useful information in the document.

7.8. If the document refers to some issues, the issues should be separated from each other by Arabic numerals.

7.9. The first person of the singular ("I order", " I demand") is used when drafting the governance documents (Orders, Ordinance); In the text of the correspondence the plural number of the first person ("please", "I am sending", "we think it is expedient", etc.).

### **7.10. The necessary requisites of the document**

- **Serial number**
- Registration number**
- **Date;**
- **Author;**
- Name of the document**
- **Title of the text**
- **Content**
- **Annexes (if necessary)**
- **Signature**

7.11. Documents are signed by the director of the institution.

## **Article 8. Creating copies of the document**

8.1. The institution can issue only copies of the documents that are created by it. Certification of the copy is carried out to provide a legal force for the document.

8.2. Deciding the issues related to taking the citizens to work, to institution, the satisfaction of their labor and other rights, in establishing personal affairs the institution can make copies of the documents issued by other institutions in accordance with the applicable legislation and it is necessary to resolve the relevant issues (Diplomas, copies of education certificates, etc.).

8.3. A copy of the document is made by Xerox machine. A copy shall be certified by the certified signature of the institution's case manager, which is confirmed by the stamp of the case management stamp and the seal "copy is correct with the original".

## **Article 9. Control of the implementation of the documents**

9.1. Documents to be executed are subject to control. Performance control includes the control of the document, checking the timely delivery to the performer, checking and regulating the performance of the execution, providing information to the management.

9.2. The case manager is obliged to implement control on fulfilling the document, while the responsibility for the execution of the document shall be directly performed by the performer.

9.3. Examination of the performance of the document can be performed at all stages as the quality of fulfillment and the timing of the execution.

9.4. The Case Management Manager systematically submits the information about the progress and results of the execution of the document (verbal form) to the institution's management systematically.

## **Article 10. Storage of the Document**

10.1. From the moment of creation of the documents to their storage in the archive of the institution, they are reliably kept at the place of their formation. They will be maintained by the case management manager, as well as relevant structural units.

10.2. Transfer of cases to other institutions, as well as removal of documents from the cases shall be permissible only with the written permission of the Director. The issued case shall be replaced with the substitute copy of the case

10.3. Removal of documents from permanent storage cases shall be allowed in special cases with the written permission of the Director; Certified copy of the document and the act of removing the original must be put in case.

## **Article 11. Rules for Registration of Agreements and Memoranda**

11.1. Agreements and Memorandums signed by the Director shall be stamped by the institution's seal, date and registration number in accordance with the sequence of contracts and memorandums concluded during the calendar year;

11.2. The contracts and memoranda are given indexes as follows:

07- Labor Contract Index; Put in the personal cases of the staff

08- Index of contract concluded on services and other issues; The case No. 7, except for agreements signed with vocational teachers, put in personal cases of vocational teachers.

09- Training Agreement Index; put in personal cases of vocational students;

010 - The Memorandum Index - the case №-8

11.3. The contracts are registered in the registration journals of the relevant contracts that contain the following information:

- The serial number of the contract;
- Registration number and date of the contract;
- Subject of the Agreement;
- Terms of validity of the contract;
- Information on Contracting Parties;
- The number of major papers of the contract
- Number of papers of annex to the contract;
- Note

11.4. The memorandums are recorded in the corresponding memorandums of registration journals, which include the following information:

- Sequence number of memorandum
- Registration number and date of the memorandum;
- Subject of Memorandum
- Terms of validity of the memorandum;
- Information about the Contracting Parties of the Memorandum;
- Number of basic sheets of the memorandum
- Number of sheets of annex to the memorandum;
- Note

### **Article 12. Rules for the preparation of personal affairs of staff**

12.1. Staff personal affairs are regulated by the management manager throughout the period of their work.

12.2. The staff personal affairs include:

- a) A copy of the passport / identity card;
- b) Copy of educational document;
- c) One copies of the signed labor agreement (original);
- d) In case of encouragement and disciplinary measures - relevant document;
- e) Autobiography/ CV;

**f) Personal Statement**

**g) If any - copies of other documents, certificates, diplomas and other documents certifying the workbook or labor experience;**

**Article 13. Procedure for the preparation of personal cases of vocational students**

13.1 After enrolment of the applicant, the case manager of the institution manages the personal case of the vocational student, which includes the following information:

**a) Application**

**b) Student Learning card;**

**c) Copy of the passport / ID card (copy of the parent / guardian ID card in case of minors);**

**d) Document certifying education (in case of foreign education document - document certifying education recognition by National Center for Educational Quality Enhancement);**

**e) 2 Photos 3X4**

**f) One copy (original) of a contract signed with a vocational student / representative;**

**g) Training card (if necessary) reflecting the vocational education program passed in another educational institution;**

**h) Other documentation stipulated by the legal acts of the institution.**

**Article 14. Rules of Registration of Professional Diploma Document –  
Strict Registration Document issued by the institution**

14.1. Registration of professional diplomas is carried out in the journal of strict registration documents; Case N9.

14.2. The Case Manager shall register the following requisites for the educational document issued for the graduates:

- **Serial number**
- **The name and surname of the person on which the educational document / professional diploma has been issued; personal number;**
- **Series and number of educational documents;**
- **Specialty**
- **Professional qualification granted;**
- **The number and date of the order on which the person has been granted the qualification;**
- **Year of entry;**
- **Year of graduation;**
- **Date of issuing diploma**
- **Signature of a person / representative responsible for receiving diploma;**

## Article 15. Formation of cases and preparation to be transferred to the archive of the institution

15.1. Groups according to their categories should be considered when forming documents and cases. The case includes the documents the contents of which correspond to the title of the case, It is also prohibited to include black and duplet copy of the documents in the cases (inclusion of black and duplet copy of the valuable documents), as well as the returning documents..

15.2. The headings of the affairs may include the following elements:

15.2.1. Type and number of case;

15.2.2. Author of the document;

15.2.3. Summary of the document, etc.

15.2.4. In the title it is not permitted to specify non-specific formulation (for example different documents, "common correspondence", etc.).

15.3. Formation of the cases and grouping according to the separate categories of documents shall be conducted according to the normative acts acting in Georgia.

15.4. Permanent and long-term storage cases (over 10 years) remains in structural units for 3 years, and then is transferred to the archive of the institution. It is permitted to protect and store cases of such categories by setting up the terms of protection and storage of documents in structural units.

15.4.1. The following documents are maintained in the institution: Protocols, decisions, and other documents related to the meetings of the institution with the management of the institution; Orders and Declarations related to the main activities of the institution, documents related to them (reports, information, reports, etc.) (Orders reflecting administrative and business activities, documents related to them - 5 years; projects of orders, decrees, -1 years); Statute of the institution, provisions, rules, instrumentations, regulations, foundation documents, their amendments and additions, protocols of the General Meeting of the Parties; Certificates / Documents Registration of the institution, liquidation, reorganization, renaming, registration logs, privatization documents, permits, certification documents; Organizing documents, their compositions and deadlines, registration journals; Annual plans for development of the main activity of the institution, accounting documents, salary fund; Diplomas, Deeds, Certificates, Assessment Reports, Other Documents Related to Student Information; Documents reflecting advertising activities (before expiry) and other documents, which are obligated to keep a permanent liability under the applicable legislation of Georgia.

15.4.2. Other specific deadlines for keeping the documents in the institution shall be regulated in accordance with the applicable legislation.

15.5. Every year the institution is conducting an evaluation examiner for continuous, long-term and temporary storage documents in the proceedings, which will be established on the basis of the order of the Director, which is headed by the management manager and is composed of representatives of all structural units of the institution.

15.6. The preparation of documents is carried out on the basis of an expert assessment of documents in the archive, as well as the destruction of documents allocated for the destruction of cases and / or cases (these acts shall be kept in the archive) that shall be submitted to the director of the institution.

15.7. The cases transmitted for storage must be binded, numbered in sheets, and if necessary, placed the table of contents if needed and put the case in the cover, which contains the name of the case and other requisites. The last and / or un-demanded personal documents (labor book, birth certificate, diploma, etc.) will be inserted into the envelope and placed together in the case.

#### **Article 16. Final provisions**

16.1. The stamp of the institution is kept to the director.

16.2. The case manager keeps the seals with the following inscriptions: "Case Management Service", "Incoming Documents" and "Copy is Correct".

16.3. Uniform rules of the case management are valid on the basis of the direct order of the director.

16.4. Changes and / or additions to this rule may be made based on the order of the Director of the Institution.