

	SCHOOL OF FOREIGN LANGUAGES Staff Handbook Administrative And Managerial Processes	Document No	PR.012
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1. Purpose, Scope and Legal Basis

1.1 Purpose

This handbook has been prepared to ensure that all academic and administrative staff working in SFL are informed about administrative and managerial processes, and to ensure standardization and transparency of the processes.

1.2 Scope

- Academic and administrative management structure
- Administrative duties and responsibilities
- Decision-making and approval mechanisms
- Correspondence, reporting and filing processes
- Quality assurance processes

1.3 Legal Basis

- Higher Education Law No. 2547
- Civil Servants Law No. 657
- ALKU Academic and Administrative Organization Directive
- ALKU SFL Internal Directive and Exam Regulations
- ALKU ISO 9001 Quality Management System Procedures
- DEDAK Accreditation Standards

2. Management Structure and Organization Chart

- **Director:** It is responsible for all administrative and academic functioning of SFL and works under the rectorate.
- **Vice Directors:** Assists the Director, and is responsible for academic programs, examination processes, assessment and evaluation and student affairs.
- **School Secretary:** Responsible for the coordination of administrative units and the management of correspondence processes.
- **Units:** Student Affairs, Quality Coordinatorship, Assessment and Evaluation Unit, Academic Program Coordinators.

The current organizational chart is published on ALKU SFL website in the "Management / Organization Chart" section.

3. Administrative Processes

3.1 Correspondence and Official Communication

Prepared by	System Authorization	Approval for Enforcement
Departmental Quality Assurance Officer	Quality Assurance Coordinator	Executive Management

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- All official correspondence is made through EBYS (Electronic Document Management System).
- Petitions and official requests are processed through the Directorate.
- Corporate email addresses are used for official communication.

3.2 Filing and Archiving

- Documents are archived electronically and in print.
- Filing is done in accordance with ISO 9001 QMS procedures.

3.3 Meeting and Decision-Making Processes

- Administrative Board and Academic Board meetings are held regularly.
- Decisions are recorded in meeting minutes and recorded in EBYS.

4. Managerial Processes

4.1 Planning

- Before the start of the academic year, the course schedule, exam schedule and assessment and evaluation plan are prepared.
- An annual activity plan is created for administrative processes.

4.2 Application

- Planned processes are carried out according to the distribution of tasks.
- Coordination between units is provided by the Vice Directors and the Secretariat.

4.3 Monitoring and Evaluation

- Processes are monitored by the quality coordinatorship.
- Improvement suggestions are presented in periodic reports.

5. Quality Assurance and DEDAK Compliance

- All administrative and managerial processes are carried out in accordance with ALKU Quality Policy and DEDAK accreditation criteria.
- Process improvement activities are planned in line with internal and external stakeholder feedback.
- Process documents are archived within the scope of DEDAK reporting requirements.

6. Rights and Responsibilities

Rights:

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- Conducting administrative processes in a transparent and fair manner
- Right to access official documents and information
- Participation in decision-making processes

Responsibilities:

- Acting in accordance with procedures and guidelines
- Fulfilling administrative duties on time and completely
- Compliance with official correspondence rules

7. DEDAK Standard Reference

This handbook has been prepared in accordance with DEDAK's "**Administrative and Managerial Processes**" criterion. The document proves that the processes are defined, documented and managed within the quality assurance system.

8. Appendix

- SFL Organization Scheme
- Job Description Tables
- Annual Activity Plan Example
- Meeting Minutes Template
- EBYS Correspondence Process Instruction

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