Key Performance Indicators for FEA Managers and Staff Trainers

Area Managers

Category	Parameter	Expected Standard
KPI	Student Attendance	Minimum 80%
	Territory Capacity	12 branches per TM by 2027
	Work without reminder	Mostly
	Branches Graduation	Minimum 40 students meet B1 criteria as an average
Behavioural & Leadership Competencies	Servant Leadership	Treats all team members fairly and respectfully as a servant leader. Identifies training gaps and schedule team for training.
	Self-Reliance	Solves challenges timely and independently Adapts quickly to changing priorities
	Leadership Communication	Communicates with clarity, confidence, and impact in leadership meetings. Collaborates effectively with HR, Training, Property, IT, Accounts, etc and escalates issues appropriately and in a timely manner

Territory Manager

Category	Parameter	Expected Standard
KPI	Capacity Utilization	95% capacity utilization
	Student Retention	Maximum 3 student dropouts per branch
	SOP Execution	No reminder and Logistic support
	Active Branch Network	Minimum 12 operational branches
Behavioural & Leadership Competencies	Ownership of Outcomes	Proactively identifies underperforming branches without being prompted. Comes well prepared for review meetings. Follows through on action items until they are resolved. Takes ownership of issues instead of shifting responsibility to other departments, teachers, or students.
	Servant Leadership	Treats all team members fairly and respectfully.

Teacher Induction Trainers

Category	Parameter	Standard
KPI	Classroom Performance of New Teachers	All Teachers score a minimum of 75% in 4th month MPR
	Hired Inductees	Minimum 95% of trainees
	Employees Retained	90% employees retained in the first 6 months of employment
Behavioural & Leadership Competencies	Mobility	Demonstrates flexibility to work across states and to step outside their comfort zone. Adapts to organizational changes and contributes new well thought out ideas.
	Pro-activeness	Identifies and implements opportunities to improve training quality, motivates trainers to adopt best practices, and maintains a minimum 85% score in the monthly Training Evaluation Report.

Intensive English Trainers

Category	Parameter	Standard
KPI	Intensive English Success %	Minimum 90% for A2 Minimum 85% for A1 Minimum 75% for A0
Behavioural & Leadership Competencies	Mobility	Demonstrates flexibility to work across states and to step outside their comfort zone. Adapts to organizational changes and contributes new well thought out ideas.
	Pro-activeness	Identifies and implements opportunities to improve training quality, motivates trainers to adopt best practices, and maintains a minimum 85% score in the monthly Training Evaluation Report.

Teacher Trainers

Category	Parameter	Standard
KPI	Teacher On-field Performance	Trained staff show improvement of minimum 10% in MPR indicators
Behavioural & Leadership Competencies	Mobility	Demonstrates flexibility to work across states and to step outside their comfort zone. Adapts to organizational changes and contributes new well thought out ideas.
	Pro-activeness	Identifies and implements opportunities to improve training quality, motivates trainers to adopt best practices, and maintains a minimum 85% score in the monthly Training Evaluation Report.