

KINGDOM OF CAMBODIA
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ÉCOLE ROYALE D'ADMINISTRATION

EMPLOYEE HANDBOOK & RULES

Official Institutional Publication

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PAGE 2: Director's Foreword & Table of Contents

Foreword by H.E. Lok Chumteav Keo Mum

Welcome to the official 2026 Employee Handbook of the Royal School of Administration. This document outlines your rights, responsibilities, and guidelines as a public servant inside our institute. We are dedicated to maintaining the highest standard of professionalism, ethics, and innovation.

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PAGE 3: Chapter 1: Vision, Mission & Values

Institutional Mission

Our primary mission is to train high-level civil servants, design capacity building certifications, and conduct academic public administration research for the modernization of Cambodia's public sector governance.

Our Core Values

- Integrity: Serving the public interests with honesty, equity, and transparency.
- Excellence: Delivering outstanding teaching methodologies and academic leadership.
- Innovation: Actively adopting digital e-governance systems and data-driven methods.
- Collaboration: Fostering partnerships with global universities and foreign embassies.

PAGE 4: Chapter 2: Recruitment & Appointments

Recruitment Framework

All appointments to academic faculty or administrative staff at the Royal School of Administration follow a rigorous merit-based evaluation framework coordinated by the Ministry of Civil Service.

Selection Steps

- E-Recruitment Application: Direct submission of profile, qualifications, and PDF CV via the online portal.
- Administrative Pre-Screening: Validation of transcripts, doctoral/master credentials, and years of experience.
- Academic Panel Assessment: Presentation of study course plan and oral examination by the board of trustees.
- Final Decree Appointment: Approval from the Ministry and assignment of civil servant grade.

PAGE 5: Chapter 3: Work Hours & Schedules

Operating Schedule

Standard working hours at the Royal School of Administration are Monday through Friday, 8:00 AM to 5:00 PM, with a mandatory break for lunch and rest between 12:00 PM and 2:00 PM.

Time Attendance Tracking

- Biometric Scan: Staff must log their attendance at the main campus entrance when arriving and leaving.
- Late Arrivals: Unexcused delays exceeding 15 minutes must be logged with the direct supervisor.
- Overtime Work: Authorized overtime work during weekend lectures or international delegation visits will be compensated in accordance with the national civil service decree.

PAGE 6: Chapter 4: Code of Conduct & Ethics

Ethics Policy

All civil servants and educators at ERA are representatives of the Kingdom of Cambodia. You must uphold public trust by maintaining absolute impartiality, avoiding conflicts of interest, and handling state resources responsibly.

Prohibited Actions

- Undeclared secondary employment or private consulting directly conflicting with academic tasks.
- Acceptance of gifts, fees, or favors from students, civil servant trainees, or selection applicants.
- Unprofessional behavior or discrimination based on race, gender, religion, or regional origin.

PAGE 7: Chapter 5: Leave Regulations

Leave Entitlements

Employees are eligible for annual leave, medical sick leave, and compassionate special leave. All leave requests must be filed online through the Employee Portal at least 3 days in advance.

Leave Categories

- Annual Leave: Full-time staff are granted 18 days of paid annual leave per calendar year (remaining quota visible on portal).
- Medical Leave: Up to 30 days of paid sick leave. Requests exceeding 3 consecutive days require a verified medical certificate.
- Special Leave: Special allowances for weddings, family bereavement, or births (up to 7 days per incident).

PAGE 8: Chapter 6: KPI Assessment Standards

Performance Appraisal Framework

Individual employee performance is measured twice annually (Semester I & II) using our digital Key Performance Indicator (KPI) framework. Appraisals affect salary increments and promotion rankings.

Evaluation Dimensions

- Lecture Quality & Attendance: Adherence to teaching schedule, update of syllabus, and students' survey feedbacks.
- Research Output: Submission of public sector journals or policy reform papers.
- Institutional Service: Active membership in committees, training modules, or coordination tasks.

PAGE 9: Chapter 7: Scholarships & Training

Professional Development

In line with our commitment to human capital development, ERA sponsors administrative training certifications and academic foreign scholarship programs for outstanding staff members.

Eligibility Guidelines

- Staff must have served a minimum of 2 consecutive years at ERA with an 'Outstanding' performance rating.
- Application packages must include a research thesis outline matching national policy priorities.
- Recipients must sign a bond agreement committing to return and serve ERA for at least 3 years post-scholarship.

PAGE 10: Appendix: Directory & Verification

HR Bureau Contacts

- General Support: hr.info@era.gov.kh | Ext: 991
- Recruitment Queries: recruit@era.gov.kh | Ext: 992
- Scholarships Desk: training@era.gov.kh | Ext: 993

Declaration of Compliance

This handbook is a binding policy. All employees must review the guidelines annually and sign the acknowledgment form provided by the HR administration.