



Standard Training Assessment & Reward

Process Manual

National Skill Certification and Monetary Reward Scheme

Version 1.0



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National
Skill Development
Corporation

Version History

Version number	Purpose	Changes made	New Processes	Author	Date of Creation
V 1.0	<ul style="list-style-type: none">Process Manual for STAR Scheme	N/A	N/A	NSDC – SQA and STAR Program Management Team	06.09.2013

Note:

NSDC has the right to change the contents of this Process Manual at any given point of time. The updated version will be available on the STAR Scheme website (www.nscsindia.org).

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Glossary

Term	Detail
DBT	Direct Benefit Transfer
GC	Governing Council
IFSC	Indian Financial System Code
MoU	Memorandum of Understanding
NEFT	National Electronic Funds Transfer
NOS	National Occupation Standard
NPR	National Population Register
NPCI	National Payments Corporation of India
NSDA	National Skill Development Agency
NSDC	National Skill Development Corporation
NSDF	National Skill Development Fund
PB	Pitney Bowes
QP	Qualification Pack
QRC	Quality Review Committee
SDMS	Skill Development Management System
SLA	Service Level Agreement
SSC	Sector Skill Council
ST	Service Tax
STAR	Standard Training Assessment & Reward
TP	Training Partner
UID	Unique Identification number
UIDAI	Unique Identification Authority of India
VTP	Vocational Training Provider

About this Document

This document is a Process Manual that can be used as a guide by all partners and stakeholders, including NSDC, Sector Skill Councils, Training Partners, Assessment Agencies and Assessors, during implementation of the National Skill Certification and Monetary Reward Scheme.

Scheme Document of National Skill Certification and Monetary Reward

1. Objectives

The objective of this Scheme is to encourage skill development for youth by providing monetary rewards for successful completion of approved training programs. Specifically, the Scheme aims to:

- Encourage standardization in the certification process and initiate a process of creating a registry of skills
- Increase productivity of the existing workforce and align the training and certification to the needs of the country.
- Provide Monetary Awards for Skill Certification to boost employability and productivity of youth by incentivizing them for skill trainings
- Reward candidates undergoing skill training by authorized institutions at an average monetary reward of Rs. 10,000 (Rupees Ten Thousand) per candidate.
- Benefit 10 lakh youth at an approximate total cost of Rs. 1,000 Crores.

2. Background

The Finance Minister in his Budget Speech of 2013 proposed a scheme to encourage skill development for youth by providing monetary rewards for successful completion of approved training programs. Excerpts from the Finance Minister's speech are presented below:

“A large number of youth must be motivated to voluntarily join skill development programmes. I propose to ask the National Skill Development Corporation to set the curriculum and standards for training in different skills. Any institution or body may offer training courses. At the end of the training, the candidate will be required to take a test conducted by authorized certification bodies. Upon passing the test, the candidate will be given a certificate as well as a monetary reward of an average of 10,000 per candidate. Skill-trained youth will give an enormous boost to employability and productivity. On the assumption that 10,00,000 youth can be motivated, I propose to set apart 1,000 crore for this ambitious Scheme. I hope that this will be the trigger to extend skill development to all the youth of the country.”

Accordingly, this Scheme is hereby implemented to achieve the stated objectives.

3. Key Features

The broad contours of the Scheme are given as below:

- 1.1 This Scheme shall be implemented through Public-Private and Public-Public partnerships.
- 1.2 Definitions of terms and expansions of acronyms used in this document are listed in **Annexure 1**.
- 1.3 NSDC will be the implementing agency for this Scheme.
- 1.4 National Skill Development Fund (NSDF) Trust shall monitor the implementation of the Scheme, using mutually agreed criteria with NSDC.
- 1.5 The Scheme will provide monetary incentives for successful completion of, market-driven skill training to approximately ten lakh youth in in a span of one year from the date of implementation of the scheme.
- 1.6 All trainings will be specifically oriented for developing skills in specific growth sectors.
- 1.7 Assessment and training bodies for all purposes of the Scheme will be separate and no overlap of roles will be allowed to maintain transparency and objectivity.
- 1.8 The monetary reward will be wholly funded by the Ministry of Finance, Government of India, and will be affected through direct bank transfer to the beneficiaries' accounts. For facilitating the smooth disbursement as prescribed under the scheme, the entire money along with the additional implementation fund will be transferred to National Skill Development Fund for further utilization by NSDC.
- 1.9 Appropriate consideration will be provided to the economically backward sections.

4. Strategy & Approach

4.1 Eligible Sectors and Job Roles

- a) While the Scheme is intended to cover all job roles in all sectors, it will initially cover only a limited number of high-market-demand Job Roles in specified economic sectors from Levels 1 to 4 in the NSQF.
- b) National Occupational Standards (NOSs) and Qualification Packs (QPs) for these roles will be prepared by the respective SSCs, and will constitute 80% of the entry-level workforce in priority sectors.

4.2 Training Content and Eligible Providers

- a) To ensure that benefit is extended only to the trainees taking courses which are aligned to NOSs and QPs for eligible Sectors and Job Roles, a select list of training institutions to offer these courses will be approved for the purposes of this Scheme.
- b) All institutions, government or private (who, during the last two years, have been selected by any State Government or any Ministry of the Government of India to implement any Government funded or sponsored Scheme), or are NSDC partners, shall be deemed to be part of the approved list of training providers under this Scheme. All such deemed approved training providers will need to get each training course they propose to offer, aligned to NOS and QPs of various eligible job roles corresponding to Levels 1 to 4 as designed by SSCs.

- c) Those training providers, who have no prior affiliation with any government institution or NSDC, will go through a pre-screening process of the SSCs according to an Affiliation Protocol prepared by NSDC/SSC.
- d) The willingness of a training provider to permit trainees to pay part of their fees after the monetary reward has been received, shall be considered while approval is granted for such training provider to be part of the Scheme.
- e) No fees shall be charged by the SSCs for the approval process of training providers at Para 4.2 (b) above, for each Courseware aligned to a job role. Charges will be applicable only for training of trainers and their assessments. The fees to be charged by SSCs for the training providers as at para 4.2(c) will be determined in due course.
- f) The list of all the training providers in the skill development space that have been associated with any government institution shall be available on the NSDA website.
- g) The list of all the training providers in the skill development space that are NSDC partners, and those that are pre-screened as per Para 4.2 (c) above shall be available on the NSDC website in addition to the QPs, NOS, Approved Sectors and Job Roles.
- h) Training programs will be for a minimum of 30 days duration and will include training on social skills like health, hygiene, communication skills etc. It will be ensured that assessments are planned by SSCs only after completion of the training. The duration of training may also include On the Job training, Internships etc. if required.

4.3 Assessment and Certification

- a) No entity that is engaged in providing training under this Scheme shall be eligible to be approved as an assessment and certification agency.
- b) All assessment agencies will be pre-screened and approved by the SSCs and their details updated on the SDMS.
- c) Initially a select set of assessment agencies with national presence, selected as assessment agencies with Central/State Govt. and having demonstrated ability to assess the eligible training content w.r.t NOS and QPs, will be selected by SSCs. Later the Scheme would be made open to all eligible assessment agencies.
- d) In due course, any institution or body offering assessment services can apply to work with specific SSCs, for designated NOS and QPs for eligible sectors and job roles.
- e) All assessments will conform to assessment guidelines laid down by the concerned SSC for each QP. Any candidate can undergo assessment any number of times for qualifying for a particular job role, at any approved assessment agency. A candidate has to undergo formal training as a prerequisite for assessment.
- f) Assessment Fees charged to candidates for each assessment will be capped as follows:

- i. Courses aligned to shop floor job roles in manufacturing – maximum Rs. 1,500
- ii. All other Courses – maximum Rs. 1,000
- g) Maximum Registration and approval fees to be charged by the SSCs for the approval process of assessment agencies are available in **Annexure II**.

4.4 Eligible Beneficiaries

In line with the objectives stated above, this Scheme is applicable to any candidate of Indian nationality who:

- a) undergoes a skill development training in an eligible sector by an eligible training provider as defined above;
- b) is certified during the span of one year from the date of launch of the scheme by approved assessment agencies as defined above;
- c) is availing of this monetary award for the first and only time during the operation of this Scheme.

The Scheme is currently meant only for candidates availing themselves of skill development trainings from eligible providers.

4.5 Monetary Awards

- a) The banking network will be used for direct transfer of the funds to the candidates / training provider. The reward corpus will be placed with a nodal bank in each District in consultation with the Indian Banks Association that will then create a consortium to ensure disbursement of the amount into the account of the beneficiary/ies. Details of such Banks in each district would be given wide publicity on relevant websites.
- b) Monetary Award for Certification is as follows:

Sectors	NSQF Levels 1 & 2	NSQF Levels 3 & 4
Manufacturing Courses	Rs. 10,000	Rs. 15,000
Service & Other Sectors	Rs. 7500	Rs. 10,000

- c) Each category would have pre-defined number of awards. The numbers for each category will be decided by NSDA in consultation with NSDC.
- d) In order to enable the financially disadvantaged to use the reward money to fund a part of the training cost, the training providers will allow candidates to pay some amount of the course fee after receipt of the monetary reward. At the time of the enrollment for the course, the trainee will have to pay some part of the course fee (to be decided separately), so that the candidate has a sustained interest in the completion of the course.
- e) A Complaints / Grievance cell for this Scheme would be set up which shall include representatives of the SSCs, the NSDC and the NSDA. The first level of redress

would be the Governing Council of the relevant SSC and a second level would be the NSDA.

4.6 Evaluation and Monitoring

- a) Skill Development System (SDMS) will have the central repository of data which can be utilized by various stake holders to monitor this Scheme.
- b) All agencies, like SSCs, training institutions, assessment agencies etc. will have access to SDMS to maintain a central repository of training data.
- c) Independent evaluation of the Scheme will be done by the NSDA based on agreed criteria with NSDC.

5. Process for availing the benefits of the Scheme

- 4.1 The candidate can enroll in any course from the list of registered courses in specified high demand sectors. The candidate can pursue the course with any of the approved training providers.
- 4.2 The candidate needs to intimate the training providers that he/she intends to participate in the Scheme. The details of the student shall then be entered in to the SDMS database along with the UID/NPR number (if neither is available, the mobile number of the candidate), and contact details. The training provider will facilitate the enrolment of the candidate in UIDAI/NPR Scheme and update the mobile number with the UID/NPR number.
- 4.3 Candidates from economically disadvantaged sections will be allowed to pay initial fees equal to the difference between the training cost and the reward money they are eligible for. In such cases the candidate can authorize payment of the reward money to be directly transferred to the training provider after the candidate successfully passes the assessment. Bank account details of such candidates shall be mandatorily taken at the time of registration, or at the time of opening of account.
- 4.4 After completion of the training, the candidate may get assessed by any of the approved assessment agencies as specified in 4.3 above.
- 4.5 The details of the assessments are captured on SDMS and forwarded to the concerned SSC electronically.
- 4.6 The assessment agency, in association with SSCs, will award a secure certificate with a QR bar code for successful completion and assessment of a course through the SDMS. The certificate will be electronically verified using a CAM device and linked to UID/NPR number of the candidate.
- 4.7 If the candidate has successfully completed a course which is already being certified by agencies other than SSCs in the existing market scenario, such as universities, school boards, NCVT, SCVT, internationally recognized certification agencies etc., SSCs shall work with these institutions for reward of dual certification for the course.

- 4.8 The certification fees shall be paid by the candidate to the assessment agencies as defined in 4.3 (f) above.
- 4.9 The award and issue of the certificate will be captured in SDMS.
- 4.10 After successfully meeting all eligibility criteria as specified in 4.4 above, the candidate shall be eligible for the monetary reward.
- 4.11 After verification of the secure certificate by the approved training provider and updation of SDMS, NSDC will instruct the bank to credit the candidate's bank account directly. Alternately the award money may also be paid as A/C payee bank draft in the name of the beneficiary.
- 4.12 Where the fees have been paid in part, the training provider will be paid by NSDC through a direct bank transfer.
- 4.13 Once the monetary reward is given under the Scheme and the candidates' record has been updated on SDMS, no further payment will be made using the secure certificate.

Annexure 1 of Scheme Document

Definitions

- a) **NSDA** – The National Skill Development Agency (NSDA) is an autonomous body, constituted by the Government of India and subsumes the erstwhile National Council on Skill Development (PMNCSD), the National Skill Development Coordination Board (NSDCB) and the Office of the Adviser to PM on Skill Development (OAPM). The NSDA will anchor the National Skills Qualifications Framework (NSQF) and will facilitate the setting up of professional certifying bodies in addition to the existing ones.
- b) **NSDC** – The National Skill Development Corporation (NSDC) has been instituted to foster private sector initiatives in skill development. It is a Private Public Partnership (PPP) organization with representatives of Government and Industry Associations on its Board.
- c) **SSCs** – Sector Skill Councils (SSCs) are industry-led bodies, who would be responsible for the defining the skilling needs, concept, processes, certification, accreditation of their respective industry sectors. The SSCs shall prescribe the NOSs and QPs for the job roles relevant to their industry, and shall work with the NSDA to ensure that these are in accordance with the NSQF.
- d) **NSQF** – The National Skill Qualification Framework (NSQF) would be a descriptive framework that organizes qualifications according to a series of levels of knowledge, skills and aptitude. These levels are defined in terms of learning outcomes i.e., the competencies which the learners must possess regardless of whether they were acquired through formal, non-formal or informal education and training. It is, therefore, a nationally integrated education and competency based skill framework that will provide for multiple pathways both within vocational education and vocational training and among vocational education, vocational training, general education and technical education, thus linking one level of learning to another higher level to enable a person to acquire desired skill levels, transit to the job market and return to skill development to further upgrade their skill sets.

- e) **NOSs** – National Occupational Standards (NOSs) specify the standard of performance an individual must achieve when carrying out a particular activity in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Each NOS defines one key function in a job role. In their essential form, NOSs describe functions, standards of performance and knowledge/understanding.

- f) **QPs** – A set of NOSs, aligned to a job role, called Qualification Packs (QPs), would be available for every job role in each industry sector. These drive both the creation of curriculum, and assessments. These job roles would be at various proficiency levels, and aligned to the NSQF. NOSs and QPs for job roles in various industry sectors, created by SSCs and subsequently ratified by appropriate authority, would be available online and updated from time to time.

- g) **SDMS** – The Skill Development Management System (SDMS) has been developed and maintained by the NSDC.

Annexure II of Scheme Document

Maximum Registration and Approval Fees to Be Charged by SSCs to Assessment Agencies

S.No	Cost Head	Cost (Rs)
1.	Visit by SSC Team to Assessment Agency	
	(a) Application Fees – One Time	10,000
	(b) Visit Fee for spread over two to three days - Annual	40,000
	• Compliance Check	
	• Document Checks	
	• Alignment check to database and test of reporting runs	
	Total	50,000
2.	Train the Assessor Fee per candidate/ Course	10,000

Process Owner: NSDC

N 1.0: Sign MoU with SSC

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Draft an MoU to be signed between NSDC and SSC	SQA - NSDC		<p>MoU will have the following Annexures and will be shared by NSDC with SSCs separately.</p> <ol style="list-style-type: none"> 1. Definitions 2. List of 17 Sector Skill Councils and Job Roles 3. Affiliation Protocol Document – Training Partners 4. Affiliation format – NSDC and Government Training Partners 5. Maximum Registration and Approval Fees charged by SSC to AA 6. Assessment Process 7. Suggested MOU/Undertaking points between SSC and TP's 8. Suggested SLA points between Assessment Agencies and SSC

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
				<i>Please note that the list of SSCs and Job Roles may be updated at a later stage and will be available on the STAR scheme website (www.nscsindia.org)</i>
2.	Share with all SSCs participating in the scheme in soft copy	SQA – NSDC		
3.	SSC to execute 2 copies of MoU on plain paper (along with all Annexures) and share with NSDC	SSC		<ul style="list-style-type: none"> • Please note that all pages of the MoU needs to be signed by either the SSC Chairman <u>or</u> any Member of SSC Governing Council. [• All pages of the MoU have to be stamped • All pages of the Annexures need to be initialled by either the SSC Chairman <u>or</u> Member of Governing Council <u>or</u> CEO
4.	SSC to share both copies of the signed MoU and all Annexures with NSDC	SSC	5 working days from receipt of soft copy of MoU from NSDC by SSC	
5.	Sign MoU between NSDC and SSC	CEO-NSDC	10 working days from receipt of soft copy of MoU from NSDC by SSC	

Process Owner: NSDC

N 2.0: Allocation of Award Numbers across Sector Skill Councils

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	<p>Sector Skill Councils in consultation with their Chairman/Governing Council will decide on the Award Number that they will like to target.</p> <p>The inputs on deciding the Award Number can be taken by SSCs on the basis of the Skills Gap Study conducted by NSDC and/or on the basis of their own judgement on the availability of jobs pertaining to their sector.</p>	SSC		Skill Gap Studies conducted by NSDC are available on NSDC website
2.	SSC after finalizing the overall award number for the scheme will distribute the targeted number in the quarterly buckets as appended in the process document annexures.	SSC		<p>Please refer to: Annexure I: Format for distribution of Award Numbers</p> <p>NSDC will normalize the numbers across all SSCs</p>
3.	NSDC will share the final awarded numbers with all SSCs and seek their concurrence and alignment before making it public	SSC	2 working days	After receiving the inputs from SSC and discussion with them, NSDC will finalize the Award number in 2 working days
4.	The award number once finalized will not be altered. If a Sector Skill Council adds additional QPs, they will have to manage the inclusion within the allocated award number	SSC		NSDC will have the right to reallocate any non-performing SSC numbers to allocate them to a better performing SSC
5.	If additional Sector Skill Council gets added, they will be allocated numbers from the reserved numbers with NSDC	NSDC		
6.	Once the numbers are finalized they	NSDC		

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	will be uploaded on the Website			
7.	From the allocated Award Numbers, SSC will distribute it to the Affiliated Training Partners under intimation to NSDC	SSC		

Process Owner: NSDC

N 3.0: Disbursal of Award Money to Trainee

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Training Partner enrolls trainees for a batch in line with Process T 4.0	Training Partner		
2.	If the Trainee does not have an existing bank account, the Training Partner informs the nearest branch of the Lead Bank (identified by NSDC) to open a bank account for the Trainee	Training Partner		
3.	In case a Training Partner agrees to provide training on credit, the Trainee is expected to submit an Authorization signed by the trainee	Training Partner	On date of enrolment	<ul style="list-style-type: none"> The Authorization signed would be an acceptance by the Trainee that when he/she receives the monetary award money (after clearing the assessment and receiving a certificate), the amount he/she owes to the Training Partner would be auto debited from their bank account When credit is provided to a trainee, it is mandatory that the Trainee opens a bank account with the Lead Bank, in case the trainee does not have an existing account with the Lead Bank.
4.	Training Partner will submit the signed Authorization at the Bank branch where the Trainee's account is opened by the Lead Bank	Training Partner		
5.	Trainee undergoes training as per Process T 7.0	Training Partner		
6.	Trainee undergoes Assessment as per Process A 1.0	Assessment Agency		
7.	Post assessment of the trainee, the STAR Program Management team	SSC	1 working day after	

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	receives a validated list of candidates who have passed assessment duly verified by SSCs along with the course fee details paid by the trainee		passing assessment and being certified	
8.	STAR Program Management team to provide a final list to Lead Bank along with the Debit authority of successfully passed trainees with Aadhaar numbers linked to bank accounts.	STAR Program Management team	2 working days after list being shared with STAR Program Management team	
9.	Bank to prepare DBT instruction files for Direct Benefit Transfer on the basis of the list received from NSDC in the format specified by NPCI.	Bank		
10.	Bank to make payment to Trainees bank account based on instruction given by NSDC as per formal DBT payment process	Bank	1 working day after receiving request from NSDC	
11.	Bank branch (where Trainee has the account) to auto debit the Trainee account and transfer money to Training Partner account based on the Authorization submitted	Bank	Same day as DBT to Trainee account	

Process Owner: SSC

S 1.0: Identification of Qualification Packs for scheme by SSC

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Identify the QPs and NOS for the scheme (that are for Levels 1 -4)	SSC		
2.	QPs identified must be QRC cleared	SSC		
3.	Ensure all QRC approved QPs and NOS are uploaded on NSDC website for the scheme	STAR Program Management team - NSDC		
4.	Assessment criteria to be submitted to NSDC for the identified QPs	SSC	5 working days from date of notification of the QP to NSDC	<ul style="list-style-type: none"> If the criteria is not submitted then a time interval will be provided by NSDC to particular SSC if the SSC fails to submit the assessment criteria by the revised date, the particular QP will be removed from the website Please refer Annexure II – Format for Assessment Criteria
5.	Prepare and submit a Question Bank related to the identified QPs to NSDC	SSC	10 working days from date of notification	

			of the QP to NSDC	
6.	Share the Question Bank for each of the QPs with the Assessment Agencies	SSC		<ul style="list-style-type: none"> To provide an insight to Assessment agency about the type of questions which can be covered in the assessment

Process Owner: SSC

S 2.0: Affiliation of Assessment Agencies

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC to identify Assessment Agencies that can get affiliated with SSC for undertaking assessments under the Scheme	SSC		<p>Eligible Assessment agencies include</p> <ul style="list-style-type: none"> • Assessment agencies with national presence and having demonstrated ability to assess the eligible training content with respect to NOS and QPs • Assessment Agencies formed by SSC, but operating independent of SSC • Assessment agencies participating in assessments of training programs under other government schemes • Trade associations • Industry bodies
2.	Interested Assessment Agencies approach SSCs, pay the necessary affiliation fee (prescribed by SSC) through electronic means and get affiliated through a standard affiliation process set by SSC			<ul style="list-style-type: none"> • Please note that the payment cannot be made in cash
3.	NSDC suggests inputs on SLA to be signed between SSC and Assessment Agencies and share them with SSCs	NSDC		<p>Please refer to: Annexure III – Indicative points for drafting SLA with Assessment Agency.</p>
4.	Develop the SLA for assessment agencies to sign covering aspects related to delivery, revenue sharing and non-conflict activities etc.	SSC		
5.	Sign SLA with Assessment Agency	SSC		<ul style="list-style-type: none"> • Please note that the SLA must take into account

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
				penalties if assessments are not done in time or if improper conduct by the Assessment Agency
6.	SSC shares copy of SLA signed with Assessment Agency with STAR Program Management Team	SSC		
7.	STAR Program Management Team uploads details of Assessment Agency on STAR Scheme Website	STAR Program Management Team		

Process Owner: SSC

S 3.0: Creation of Pool of Assessors

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Invite potential assessors for training and certification by reaching out to the relevant industry bodies and associations, and by publishing on the SSC website	SSC		
2.	Interested assessors can also reach out to SSC for affiliation	Assessor		<ul style="list-style-type: none"> Please note that individual assessors have to be contracted by Assessment Agencies to conduct assessments
3.	Pre-screen assessors to ensure relevant industry experience and integrity	SSC		
4.	Conduct assessment for assessors as per the following guidelines: <ul style="list-style-type: none"> Board of Assessment comprising of at least two GC members. Assessment by Industry representatives Assessment based on both technical & assessment competencies.	SSC		
5.	Provide certification under the following guidelines to assessors: <ul style="list-style-type: none"> Qualified on appropriate QP Each assessor to be registered using a Unique ARC (Assessor Registration Code) 	SSC		
6.	SSC to enter the relevant details of all certified assessors on SDMS	SSC	1 working day	
7.	SSC to share details of Assessors in the Pool with all Assessment agencies that have affiliated with	SSC	1 working day	
8.	Assessment agencies will identify and sign contracts with selected assessors	Assessment Agency		<ul style="list-style-type: none"> Please note that an assessor can only be

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	from the pool			contracted by one assessment agency

Process Owner: SSC

S 4.0: Certification

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Provide high resolution logo of SSC and signature of signing authority of SSC to NSDC	SSC		
2.	SSC to sign an agreement of lease or tariff with Pitney Bowes for the generation of certificates with unique QR code	SSC		
3.	Install Pitney Bowes CAM device at SSC	SSC		
4.	After assessment is completed by assessment agency and shared on SDMS, SSC to review the assessment completion information for any discrepancy	SSC		
5.	SSC will approve the assessment results, if found to be in order on SDMS	SSC		
6.	SDMS will generate an excel sheet in a predefined format (with trainee name, course, assessment marks etc.) that will be input to the Pitney Bowes CAM device	SDMS		
7.	SSC will trigger certificate generation on Pitney Bowes CAM device for each of the certified trainees (only if Aadhaar number of trainee is available)	SSC		<ul style="list-style-type: none"> • Certificate cannot be generated if the Aadhaar number of the trainee is not available • In case the Aadhaar number is not available, the trainee is expected to secure an Aadhaar number before he can be given a certificate
8.	Pitney Bowes system will generate the certificates for each of the certified trainee (who has an Aadhaar number) in PDF format.	Pitney Bowes system		

9.	Review certificates generated for accuracy of information	SSC		
10.	Dispatch soft copy of certificate to the Training Partner, who can print and handover Certificate to the trainee	SSC		
11.	Record on SDMS that Certificate of trainee has been generated and dispatched	SSC		

Process Owner: SSC

S 5.0: Grievance Redressal

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC will constitute a Complaints/Grievance cell for the STAR Scheme comprising of 2 members from its Governing Council and its CEO	SSC		<ul style="list-style-type: none"> Complaints/Grievance Cell will be specific to STAR Scheme The first level of redress for any complaint/grievance from any involved stakeholder related to the STAR Scheme will be handled by the Complaints/Grievance Cell of the specific SSC
2.	SSC will share constitution of its Complaints/Grievance cell with NSDC-SQA and STAR Program Management Team	SSC	By 16 Sept 2013	
3.	SSC will nominate a contact person with mobile number and create a separate email id to receive complaints/grievances	SSC	By 16 Sept 2013	
4.	SSC will update its website with details of its Complaints/Grievance Cell	SSC	By 16 Sept 2013	
5.	SSC will set dates for handling Complaints/Grievances providing 2 days every month (with at least 10 working days between each date)	SSC		<ul style="list-style-type: none"> The schedule of dates for the SSC Complaints/Grievance Council in the month must be updated by the SSC on the 1st of every month on the SSC website
6.	Details of SSC Complaints/Grievance Cell will be updated on the STAR website (www.nscsindia.org)	STAR Program Management Team	Within 2 days of receipt from SSC	
7.	As a second level grievance redressal, a Complaints/Grievance cell will be setup constituting members from NSDA, NSDC and SSC;	NSDA		<ul style="list-style-type: none"> This Cell will handle queries that are not handled to the satisfaction of the complainant by the SSC

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
				<p>Complaints/Grievance Cell, or those are escalated by individual SSC</p> <p>Complaints/Grievance Cell</p> <ul style="list-style-type: none"> Decisions taken by the second level Complaints/Grievance cell will be final and binding on all stakeholders that are party to the complaint/grievance
8.	Details of the Second Level Complaints/Grievance Cell will be made available on the NSDA website once constituted	NSDA	30 Sept 2013	The NSDA complaint/Grievance will have the NSDA, NSDC representatives and the GC member/CEO of the concerned SSC
9.	Details of the Second Level Complaints/Grievance Cell will be made available on the STAR scheme website (www.nscsindia.org) once constituted	STAR Program Management Team	30 Sept 2013	
10.	A complaints/grievance from any stakeholder must be directed first to the SSC involved. Alternatively the complainant can file his/her grievance on the STAR Call Centre Number.	Complainant	Call Centre to inform SSC within 24 Hours	
11.	SSC will consolidate all complaints/grievances received and prepare a schedule for handling them by the SSC Complaints/Grievance Cell	SSC		<ul style="list-style-type: none"> The schedule will be created for the date(s) decided by SSC (as in Step number 5)
12.	The SSC will provide a fixed time slot for each complainant to express his/her complaint/grievance based on the schedule created by SSC	SSC		<ul style="list-style-type: none"> The complainant must be informed of the time slot at least 3 working days prior to his/her timeslot The SSC Complaints/Grievance Cell may choose to hear complaints/grievances in person or over a telephonic call; Details of the modalities will be shared with the complainant
13.	The SSC Complaints/Grievance Cell will	SSC	Within 10	

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	hear the grievance/complaint received from the complainant either in person or over telephonic call	Complaints/ Grievance Cell	working days from receipt of grievance or at the next sitting/ meeting date of the SSC Complaints/ Grievance Cell, whichever date is earlier	
14.	In case the SSC Complaints/Grievance Cell, before taking a decision, requires additional information or additional views of party(ies) that are not in the meeting/call, they may choose to reschedule the hearing	SSC Complaints/ Grievance Cell		<ul style="list-style-type: none"> This additional information must be provided by the requested party before the next sitting/meeting date of the Cell The other parties involved in the complaint/grievance must be also be present (either physical or on call) at the next hearing/meeting A new date for hearing the complaint/grievance will be provided once the additional information is submitted to the SSC
15.	In case the SSC Complaints/Grievance Cell has the requisite information to take a decision, they will do so during the meeting/hearing and inform the complainant on the call or in the meeting; After the meeting, the decision will also be communicated to the complainant over e-mail	SSC Complaints/ Grievance Cell	All details would be updated on SSC and STAR websites by the SSC in 4 working days	
16.	The SSC Complaints/Grievance Cell may choose to refer the case to the NSDA Grievance Council in case the grievance	SSC Complaints/ Grievance Cell	Within 4 working days of Meeting of	

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	is found to be beyond the immediate scope/control of the SSC		SSC Complaints/ Grievance Cell	
17.	In case, the complainant is not satisfied with the action taken by the SSC Complaints/Grievance Cell, the Complainant may choose to escalate the grievance to the Second Level Complaints/Grievance Cell over email and/or in written form (refer to Step number 8)	Complainant		
18.	Second Level Complaints/Grievance Cell will set dates for handling Complaints/Grievances by providing minimum 1 day every month	Second Level Complaints/ Grievance Cell	By 15 th of previous month	<ul style="list-style-type: none"> The schedule of dates for the Second Level Complaints/Grievance Cell in the month will be provided by NSDA and same will be published on STAR scheme website
19.	The Second Level Complaints/Grievance Cell will hear the grievance/complaint received from the complainant or those escalated by individual SSC Complaints/Grievance Cells, either in a physical meeting or over telephonic call	Second Level Complaints/ Grievance Cell		<ul style="list-style-type: none"> The Second Level Complaints/Grievance Cell may, at its discretion, take into consideration the action recommended by the SSC Complaints/Grievance Cell on the specific complaint
20.	The Second Level Complaints/Grievance Cell will recommend action to be taken on the complaint received	Second Level Complaints/ Grievance Cell	Within 20 working days from receipt of complaint by Second Level Complaints/ Grievance Cell	<ul style="list-style-type: none"> Decisions taken by the second level Complaints/Grievance cell will be final and binding on all stakeholders that are party to the complaint/grievance
21.	SSC will maintain record of all Complaints/Grievances along with action taken/decisions made by the SSC Complaints/Grievance Cell as well as the Second Level Complaints/Grievance Cell	SSC		<ul style="list-style-type: none"> The complaints/grievance records of the month will be submitted to SSC to STAR Program Management Team by the 5th day of the subsequent month.

Process Owner: Training Partners

T 1.0: Affiliation of Training Partners affiliated to NSDC

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC to identify QRC approved NOS and QPs (Levels 1-4) in the NVEQF/NSQF that they want to include under the STAR scheme	SSC		
2.	SSC to share identified QRC approved NOS and QPs (Levels 1-4) in the NVEQF/NSQF with NSDC	SSC		
3.	NSDC will upload the identified QRC approved NOS and QPs (Levels 1-4) on STAR scheme website	STAR Program Management team - NSDC		<ul style="list-style-type: none"> Training Partners can access the NOS and QPs (Level 1-4) before expressing interest in affiliation for the scheme
4.	SSC to also make available identified QRC approved NOS and QPs (Levels 1-4) for the scheme on SSC website	SSC		<ul style="list-style-type: none"> Training Partners can access the NOS and QPs (Level 1-4) before expressing interest in affiliation for the scheme
5.	Training Partner will access the NOS and QPs and assess their readiness to offer courses based on their existing infrastructure, trainers, lab facilities etc.	Training Partner (affiliated with NSDC)		
6.	Training Partner will align their courses to NOS and QPs of various eligible job roles corresponding to Levels I to IV of the NVEQF/NSQF	Training Partner (affiliated with NSDC)		
7.	Training Partner will submit a hard copy of the application	Training Partner (affiliated with		Please refer to:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	form along with hard copies of the relevant documents to the concerned SSC	NSDC)		<p>Annexure IV – Affiliation Format – Affiliation to SSC by Training Providers (affiliated to Government Schemes and NSDC)</p> <p>Annexure VI – Pointer for Undertaking to be signed between SSC and TP</p> <ul style="list-style-type: none"> • Affiliation of the TP will be for specific job roles • Every page of all documents submitted have to be signed and stamped • The Affiliation fee for Training Partners (affiliated to NSDC) is waived off
8.	SSC to revert to Training Partner with award affiliation document and signed undertaking	SSC	Within 5 working days from receipt of application from Training Partner (affiliated to NSDC)	<ul style="list-style-type: none"> • NSDC funded Training Partners are under the due diligence of NSDC and their performance is monitored by NSDC. Hence, they are auto eligible for this scheme and should be approved by SSC to participate in the scheme • SSC is required to clarify any queries with Training Partner within the timeline specified alongside. • Please note that the affiliation is only for the implementation of the STAR scheme and is valid only for the currency/tenure of the scheme

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
9.	Copy of the Affiliation documents is sent to 'STAR Program Management team' – NSDC' for record	SSC		
10.	SSC to share information on Training Partner with NSDC (STAR Program Management team) through e-mail at star@nsdcindia.org	SSC		<ul style="list-style-type: none"> The STAR Program Management Team will manage the star@nsdcindia.org email id
11.	Details of the Training Partner will be updated on the Scheme website	STAR Program Management team - NSDC		
12.	Login details will be created and shared with Training Partner to access SDMS (if not created already)	STAR Program Management team - NSDC		

Process Owner: Training Partner

T 2.0: Affiliation of Training Partners affiliated to Government schemes

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC to identify QRC approved NOS and QPs (Levels 1-4) in the NVEQF/NSQF that they want to include under the STAR scheme	SSC		
2.	SSC to share identified QRC approved NOS and QPs (Levels 1-4) in the NVEQF/NSQF with NSDC	SSC		
3.	NSDC will upload the identified QRC approved NOS and QPs (Levels 1-4) on STAR scheme website	STAR Program Management team - NSDC		<ul style="list-style-type: none"> All institutions, government or private (who, during the last two years, have been selected by any State Government or any Ministry of the Government of India to implement any Government funded or sponsored Scheme) shall be deemed to be part of the approved list of training providers under this Scheme. Interested Training Partners (affiliated to Government schemes) can access the NOS and QPs (Level 1-4) before expressing interest in affiliation for the scheme

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
4.	SSC to also make available identified QRC approved NOS and QPs (Levels 1-4) for the scheme on SSC website	SSC		<ul style="list-style-type: none"> All institutions, government or private (who, during the last two years, have been selected by any State Government or any Ministry of the Government of India to implement any Government funded or sponsored Scheme) shall be deemed to be part of the approved list of training providers under this Scheme. Interested Training Partners (affiliated to Government schemes) can access the NOS and QPs (Level 1-4) before expressing interest in affiliation for the scheme
5.	Interested Training Partner will access the NOS and QPs and assess their readiness to offer courses based on their existing infrastructure, trainers, lab facilities etc.	Training Partner (affiliated with Government schemes)		
6.	Training Partner will align their courses to NOS and QPs of various eligible job roles corresponding to Levels I to IV of the NVEQF/NSQF	Training Partner (affiliated with Government schemes)		
7.	Training Partner will submit a hard copy of the application form along with hard copies of	Training Partner (affiliated with Government schemes)		Please refer to : Annexure IV – Affiliation Format –

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	the relevant documents to the concerned SSC			<p>Affiliation to SSC by Training Providers (affiliated to Government Schemes and NSDC)</p> <p>Annexure VI – Pointer for Undertaking to be signed between SSC and TP</p> <ul style="list-style-type: none"> • Affiliation of the TP will be for specific job roles • Every page of all documents submitted have to be signed and stamped • The Affiliation fee for Training Partners (affiliated to Government schemes) is waived off
8.	SSC to verify the documents submitted by Training Partner (affiliated to Government scheme) for their validity and eligibility to participate in the scheme	SSC		
9.	SSC to revert to Training Partner with award affiliation document or Rejection (based on verification of documents) and signed undertaking	Training Partner (affiliated with Government schemes)	Within 10 working days from receipt of application from Training Partner (affiliated to Government scheme)	<ul style="list-style-type: none"> • Please note that the affiliation is only for the implementation of the STAR scheme and is valid only for the currency/tenure of the scheme
10.	SSC to share detailed report with NSDC (STAR Program Management team) on the reasons for rejection of any affiliation request	SSC		<ul style="list-style-type: none"> • This is a mandatory requirement for NSDC

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
11.	SSC to sign undertaking with Training Partner if they are found to be eligible to participate in the scheme	SSC and Training Partner (affiliated with Government schemes)	Within 10 working days from receipt of application from Training Partner (affiliated to Government scheme)	<ul style="list-style-type: none"> Please note that the affiliation is only for the implementation of the STAR scheme and is valid only for the currency/tenure of the scheme
12.	Copy of the Affiliation documents is sent to 'STAR Program Management team – NSDC' for record	SSC		
13.	SSC to share details on Training Partner with NSDC (STAR Program Management team) through e-mail at star@nsdcindia.org	SSC		<ul style="list-style-type: none"> The STAR Program Management Team will manage the star@nsdcindia.org email id
14.	Details of the Training Partner will be updated on the STAR Scheme website	STAR Program Management team – NSDC	1 working day	
15.	Login details will be created and shared with Training Partner to access SDMS (if not created already)	STAR Program Management team – NSDC		

Process Owner: Training Partner

T 3.0: Affiliation of Non-NSDC and Non-Government Training Institutions/Vocational Training providers

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC to identify QRC approved NOS and QPs (Levels 1-4) in the NVEQF/NSQF that they want to include under the STAR scheme	SSC		
2.	SSC to share identified QRC approved NOS and QPs (Levels 1-4) in the NVEQF/NSQF with NSDC	SSC		
3.	NSDC will upload the identified QRC approved NOS and QPs (Levels 1-4) on STAR scheme website	STAR Program Management team - NSDC		
4.	Interested Training Partner will access the NOS and QPs and assess their readiness to offer courses based on their existing infrastructure, trainers, lab facilities etc.	Training Partner (not affiliated with NSDC or Government schemes)		<p>Please refer to:</p> <p>Annexure V - Affiliation Protocol Document for affiliating Vocational Training Providers that are not affiliated with Government Schemes or NSDC for eligibility and application requirements</p> <ul style="list-style-type: none"> Interested Training Partners can access the NOS and QPs (Level 1-4) before expressing interest in affiliation for the scheme
5.	Training Partner will align their courses to NOS and QPs of various eligible job roles corresponding to Levels I to IV of the NVEQF/NSQF	Training Partner (not affiliated with NSDC or Government schemes)		

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
6.	Training partner to fill in the application form for affiliation in line with the “Affiliation Protocol” and submit to SSC	Training Partner (not affiliated with NSDC or Government schemes)		<p>Please refer to:</p> <p>Annexure V - Affiliation Protocol Document for affiliating Vocational Training Providers that are not affiliated with Government Schemes or NSDC for eligibility and application requirement</p> <ul style="list-style-type: none"> To be submitted in accordance with the Protocol Document for affiliation including the application form available Training Partner (not affiliated with NSDC or Government schemes) has to pay Affiliation Fee, as necessary, to be paid to SSC
7.	Training Partner will submit a hard copy of the application form along with hard copies of the relevant documents to the concerned SSC	Training partner (affiliated to NSDC / Government schemes)		<ul style="list-style-type: none"> Every page of the documents submitted have to be signed and stamped
8.	SSC to conduct a pre-screening and due diligence process as per the ‘Affiliation Protocol’ document	SSC		<p>Please refer to:</p> <p>Annexure V - Affiliation Protocol Document for affiliating Vocational Training Providers that are not affiliated with Government Schemes or NSDC</p>
9.	SSC does a cross check of the process followed in due-diligence and evaluates the credibility/ qualifications etc. of the applicant Training Partner and ratifies selection or rejection	SSC		

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
10.	Affiliated Training Partner is issued Affiliation Certificate by the SSC and the non-approved ones are sent the regret communication	SSC		
11.	Copy of the Affiliation documents is sent to 'STAR Program Management team – NSDC' for record	SSC		
12.	Training Partner to sign an Undertaking with the SSC	Training partner (affiliated to NSDC / Government schemes)		
13.	SSC to share information on new Training Partner with NSDC through e-mail at star@nsdcindia.org	SSC		<ul style="list-style-type: none"> The STAR Program Management Team will manage the star@nsdcindia.org email id
14.	Details of the Training Partner will be updated on the Scheme website	NSDC		
15.	Login details will be created for Training Partner to access SDMS	NSDC		

Process Owner: Training Partner

T 4.0: Enrolment of trainees by Training Partner

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Training Partner will be allocated an award number from SSC to plan training schedules for affiliated courses	SSC		<ul style="list-style-type: none"> Please note that NSDC will allocate the award numbers to all SSCs SSCs will further distribute the award numbers amongst the Training Partners affiliated to the SSC
2.	Training partner to develop a quarterly schedule and share with SSC through SDMS	Training Partner		
3.	Training Partner to publicize the scheme and the batch details to mobilize trainees	Training Partner		
4.	NSDC will update the STAR Scheme website with the details of the quarterly schedule plans of Training Partner	STAR Program Management team - NSDC		
5.	Training Partner to begin enrolment in the approved course for a particular batch	Training Partner		
6.	Training partner to fill in the Trainee contact details on SDMS: <ul style="list-style-type: none"> Aadhaar number/Enrolment number (If Aadhaar number is not available, please follow step 8) Bank Account Details (including Bank Name & branch or IFSC Code) 	Training Partner		<ul style="list-style-type: none"> Course Fee will be decided by Training Partner Assessment Fee will be decided by SSC

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	<ul style="list-style-type: none"> • Mobile Number • Demographic Details • Course Details, Job Role, Sector • Training Fee for course • Assessment Fee for course • Fee paid by trainee • Prior experience <p>Other key details as required may be captured and will be made available on SDMS</p>			<ul style="list-style-type: none"> • Service tax must be collected from Trainee in addition to Course Fee and Assessment Fee • Training Partner can provide credit to a trainee at their discretion; However, the Trainee has to pay 25% of the total fee upfront before undergoing training or the Assessment Fee, whichever is higher • No updation of fees paid by Trainee will be allowed • Collection of fees in instalments by Training Partner is not permissible • Credit amount will be calculated

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
				by SDMS based on the information filled by the Training Partner - (Training Fee for course+ Assessment Fee for course- Fee paid by trainee) subject to the limit of monetary reward for the course
7.	In case, SDMS is not available on the day of entry, Training Partners are to enter details of trainees in an excel sheet and share with SSC/NSDC through e-Mail			<ul style="list-style-type: none"> • Format will be shared with Training Partner along with SDMS login credentials once they are affiliated with a SSC • The responsibility of uploading data on SDMS still remains with the Training Partner when SDMS is available
8.	If Aadhaar number for a trainee is not available, training partner to register citizen with his mobile	Training Partner		<ul style="list-style-type: none"> • Training Partner to facilitate

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	number for the training batch			<p>Enrolment of candidate for Aadhaar (It is necessary for the candidate to have the UID/Aadhaar number to avail the monetary rewards of the scheme. The certification will only be issued to trainees who have successfully completed the assessment and have a valid UID/Adhaar number)</p> <ul style="list-style-type: none"> • In the event of Aadhaar number/UID not with the candidate, the same will be facilitated by the training partner under the understanding

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
				<p>g that NSDC will leverage the CSC for issuing the Aadhaar number within 1 month of the trainee application</p> <ul style="list-style-type: none"> • Training partner to update the Aadhaar number on SDMS if received during the course duration
9.	Training Partner shares information on training batches with SSC through SDMS	Training Partner	1 st day of batch commencement	<ul style="list-style-type: none"> • Auto generated email is sent to the SSC with contact details
10.	Training partner to transfer the cumulative assessment fee to the SSC on first day of commencement of batch through electronic bank transfer	Training Partner	1 st day of batch commencement	<ul style="list-style-type: none"> • Please see <i>Process T5</i> for further details
11.	Training partner to update the SDMS with NEFT transaction number and the date of transfer	Training Partner	1 st day of batch commencement	

Process Owner: Training Partner

T 5.0: Submit Assessment Fees to SSC

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Training partner to collect Total Fee, comprising of Course Fee and Assessment Fee, for the training program	Training Partner		<ul style="list-style-type: none"> Course Fee will be decided by Training Partner Assessment Fee will be decided by SSC
2.	<p>Training Partner can provide credit to a trainee at their discretion; however the Trainee has to pay a minimum of either</p> <ul style="list-style-type: none"> 25% of the total fee (course fee and Assessment fee) upfront before undergoing training <p>Or</p> <ul style="list-style-type: none"> Assessment fee out of the total fee <p>whichever is higher</p>	Training Partner		<ul style="list-style-type: none"> Training Partner can provide credit to a trainee at their discretion; Fees paid by trainee will be entered by Training Partner on SDMS at the time of enrolment No updation of fees paid by Trainee will be allowed at a later stage Collection of fees in

				<p>instalments by Training Partner is not permissible</p> <ul style="list-style-type: none"> • Credit amount will be calculated by SDMS based on the information filled by the Training Partner - (Training Fee for course+ Assessment Fee for course- Fee paid by trainee) subject to the limit of monetary reward for the course <p><i>Refer to 'Examples 1 and 2' appended below</i></p>
3.	Training Partner to share information on training batches with SSC through SDMS on the batch start date	Training Partner	1 st day of batch commencement	<ul style="list-style-type: none"> • SSC can view this information on SDMS after Training Partner submits the trainee information

				for a batch
4.	Training partner to transfer the cumulative assessment fee to the SSC on first day of commencement of batch through electronic bank transfer	Training Partner	1 st day of batch commencement	<ul style="list-style-type: none"> Only Assessment Fees (including ST) is required to be transferred to SSC <p>Refer to 'Example 3' appended below</p>
5.	Training partner to update the SDMS with Assessment Fee transferred, NEFT transaction number and the date of transfer	Training Partner	1 st day of batch commencement	<ul style="list-style-type: none"> SSC can verify these details based on the actual bank transfer made

Example 1 (Assessment Fee < 25% of Total Fee)

For example, if training is being conducted with the following details:

Trainee Fee per trainee for the course (as decided by Training Partner)	Assessment Fee per trainee (as decided by SSC for the course)	Total amount communicated to the trainee as training fee	Minimum fee to be collected from each Trainee (25% of INR 6000)*
INR 5,000	INR 1,000	INR 6,000	INR 1,500

Therefore a minimum of **INR 1500** is required to be paid by the trainee to undergo the Training Program; It is up to the discretion of the Training Partner to collect fees more than this amount

Example 2 (Assessment Fee > 25% of Total Fee)

For example, if training is being conducted with the following details:

Trainee Fee per trainee for the course (as decided by Training Partner)	Assessment Fee per trainee (as decided by SSC for the course)	Total amount communicated to the trainee as training fee	25% of INR 3500
INR 2,500	INR 1,000	INR 3,500	INR 875

In this case the Trainee is required to pay a minimum of **INR 1,000**, as 25% of INR 3500 is INR 875 which is less than the Assessment Fees. It is up to the discretion of the Training Partner to collect fees more than this amount

Example 3: Cumulative Assessment Fee to be transferred to SSC

For example, if training is being conducted with the following details:

Number of Students in a batch	Trainee Fee per trainee for the course (as decided by Training Partner)	Assessment Fee per trainee (as decided by SSC for the course)	Total amount communicated to the trainee as training fee	Minimum fee to be collected from each Trainee (25% of Rs 6000)*
10	INR 5,000	INR 1,000	INR 6,000	Rs 1,500

The Training Partner is required to submit the cumulative amount collected for Assessment Fees of INR 10,000 (number of students * assessment fee per trainee) to the SSC on the first day of the batch start date.

Additionally, applicable Service tax on the Assessment Fee needs to be also transferred to SSC.

Process Owner: Training Partner

T 6.0: Issuance of Aadhaar number

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	In case a trainee does not have an Aadhaar number, the Training Partner to enrol trainee using his mobile number	Training Partner		
2.	Training Partner to facilitate Enrolment of candidate for Aadhaar enrolment	Training Partner		<ul style="list-style-type: none"> In the event of Aadhaar number/UID not with the trainee, the same will be facilitated by the Training Partner under the understanding that NSDC will leverage CSCs for issuing the Aadhaar number within 1 month of the trainee application
3.	Training partner to log on to http://appointments.uidai.gov.in/easearch.aspx and search for the nearest Enrolment Centre near their training center	Training Partner	1 st day of batch commencement	<ul style="list-style-type: none"> Training Partner to issue a letter of priority enrolment citing STAR scheme
4.	Trainee to go to the nearest Enrolment centre and get enrolled for Aadhaar	Trainee	Within 3 working days on issuance of priority enrolment letter	
5.	Trainee to provide the Enrolment ID (EID) to the Training Partner after getting enrolled for Aadhaar	Trainee	Within 1 day of enrolment	
6.	Training Partner to update this information on SDMS	Training Partner	Within 1 day of receipt of	<ul style="list-style-type: none"> Training Partner updates the EID

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
			Aadhaar	number on SDMS
7.	Training Partner to log onto http://uidai.gov.in/check-your-aadhaar-status.html after 2 weeks of trainees enrolment	Training Partner	After 2 weeks of Aadhaar enrolment by candidate	<ul style="list-style-type: none"> Enters EID & updates the Aadhaar numbers against the EID entered.
8.	In states where Aadhaar enrolments are not being done like UP & Bihar, Training Partner to facilitate trainee to enrol for NPR	Training Partner		<ul style="list-style-type: none"> NPR collects biometrics of a trainee and shares the same with UIDAI to validate and generate an Aadhaar number, if it has not been generated before UIDAI to generate Aadhaar numbers of registered trainees on priority
9.	Training Partner to collect the Aadhaar number from the trainee and updates the same on SDMS, if received during the course duration	Training Partner		<ul style="list-style-type: none"> No certificate would be given and award money will be credited to trainee if he/she does not have an Aadhaar number.

Process Owner: Training Partner

T 7.0: Conduct Training

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Training partner to inform training centre about batch start date and end date	Training Partner		
2.	Training Partner to mobilize/identify trainers for batch at the training centre	Training Partner		
3.	Training Partner (at Training Centre location) to mobilize trainees for the batch	Training Partner		
4.	Training Partner shall provide training in accordance with the Qualification Pack	Training Partner		
5.	At the end of training, Training Partner confirms the list of students who have completed their training program through SDMS	Training Partner	5 days before Batch end date	
6.	SSC views the information of students who are ready for assessment on SDMS and intimates Assessment Agency accordingly	SSC	4 days before Batch end date	

Process Owner: Training Partner

T 8.0: Facilitate conduct of Assessment process

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	SSC informs Training Partner with details of Assessment agency allocated for batch	SSC	5 days from Batch start date	
2.	Assessment Agency allocates Assessor(s) to conduct assessment at the Training Center location	Assessment Agency	7 days from Batch start date	
3.	Assessor(s) contacts Training Partner to confirm details of assessment (assessment date, number of students etc.)	Assessor		
4.	Assessment Agency makes all arrangements for travel and logistics for Assessor	Assessment Agency		
5.	On day of assessment, Assessor(s) reaches the Training Centre location to conduct assessment at scheduled time	Assessor(s)		<ul style="list-style-type: none"> Assessor only brings along Assessment sheets for the Assessment
6.	Training Partner makes all arrangements (raw material, lab facilities, infrastructure setup) for the Assessor to conduct the assessment	Training Partner		
7.	Training Partner extends necessary courtesies to Assessor(s) and facilitates	Training Partner		

	conduct of assessment			
8.	Assessor(s) conducts the assessment in accordance with the Assessment guidelines and question Bank prepared by SSC	Assessor		

Process Owner: Assessment Agency

A 1.0: Conduct Assessment

Process Details:

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
1.	Inform the relevant assessment agency on receipt of the information of trainees who have completed their enrolment at the Training Partner	SSC	2 working days	Please refer to: Annexure VIII - Format for sharing information with the Assessment Agencies
2.	Respond with the acceptance or non-acceptance for conducting assessment	Assessment Agency	2 working days	
3.	If the assessment agency does not accept, identify another assessment agency to conduct the assessment	SSC		
4.	On acceptance for conducting the assessments, the assessment agency will requisition an Assessor from its contracted pool	Assessment Agency	2 working days	
5.	Assessment Agency will share the contact details of the training partner where the assessments need to be carried out.	Assessment Agency	Specified date and time	
6.	The Assessor will report at the training partner location at the designated date and time, conduct assessment as per the guidelines, and complete the assessment sheet	Assessor	Specified date and time	<ul style="list-style-type: none"> The expendables associated for the assessment will be borne by the training provider. All other costs of assessments like boarding lodging, travel, etc. will be borne by the assessment agency.
7.	Post conduct of the assessment, the assessor will provide the result along with the original assessment sheet physically or electronically to the	Assessor	2 working days	<ul style="list-style-type: none"> In case the documents are sent electronically, it will be the responsibility

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
	Assessment Agency.			<p>of the assessor that the original documents reach the assessment agency within 5 days of the assessment.</p> <ul style="list-style-type: none"> In the event of failure on account of assessor not providing the original documents, the payment due to the assessor will not be processed by the assessment agency. Please refer to: Annexure II – Format for Assessment Criteria
8.	Assessor will also input the assessment results on SDMS.	Assessor		
9.	Assessment agency will store the original physical assessment records of the trainee assessed for a minimum of 10 years from the date of the assessment	Assessment Agency		<ul style="list-style-type: none"> In the event of failure to produce the original documents by Assessment agency, whenever required, the agency will be liable legally or otherwise
10.	Assessment agency will review and validate the assessment results on SDMS.	Assessment Agency		
11.	The SSC will validate the data received from the assessment agency.	SSC		
12.	Fees due to the Assessment agency will be paid after validation of the assessment results received	SSC	14 days	

Step Number	Activity Brief	Responsibility	Timeline (Optional)	Remarks (If Any)
13.	Fees due to the Assessor will be paid on receipt on hard copies of the assessment papers	Assessment agency	14 days	

Annexures

Annexure I – Format for distribution of Award Numbers

Annexure I - Format for distribution of Award Numbers

Name of the SSC

17th August to 31st December 2013

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
August				
September				
October				
November				
December				
TOTAL				

1st January 2014 to 31st March 2014

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
January				
February				
March				
TOTAL				

1st April 2014 to 30th June 2014

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
April				
May				
June				
TOTAL				

1st July 2014 to 15th August 2014

Month	Target	NSQF Level	Award Numbers	Total for the SSC for the month
July				
August				
TOTAL				

Annexure II – Format for Assessment Criteria

Annexure III - Format for Assessment Criteria

ASSESSMENT FORM (SAMPLE)

(To be filled by Assessor for Each Trainee)

<u>Job Role</u>	<u>Trainee Name</u>	<u>UID Number</u>			<u>Batch</u>		
Field Sales Executive (FSE)							
<u>Qualification Pack</u>	<u>Training Partner</u>	<u>Date</u>			<u>Signature of Assessor</u>		
<u>Sector Skill Council</u>	Telecom			Marks Allocation		Marks Award by Assessor	
		Total Mark (500)	Out Of	Theory	Skills Practical	Theory	Skills Practical
1. TEL/N0200 (Pre-sales preparation)	PC1. organize self by organizational grooming guidelines/standards	100	15	5	10		
	PC2. split monthly sales target (revenue, new activations etc.) into weekly and daily sales target		15	0	15		
	PC3. obtain and design action plan to achieve daily sales objective from TSM/Area Manager		15	0	15		
	PC4. update self about latest retailer schemes/ offers		15	15	0		

	PC5. collect merchandise from distributor point		15	0	15		
	PC6. calculate MTD sales achieved against monthly target		15	0	15		
	PC7. proceed per pre-defined Route and Beat Plan		10	0	10		
		Total	100	20	80		
2. TEL/N0201 (Increase customer base and revenue)	PC1. arrange merchandise in retail outlets like posters, danglers etc., to create brand visibility	100	10	5	5		
	PC2. draw retailer's attention		5	2	3		
	PC3. monitor retailer card/register for secondary/tertiary sales		10	0	10		
	PC4. perform BHR check on retailer's secondary/tertiary sales records		10	0	10		
	PC5. observe outlet physically, to check stock availability		10	5	5		
	PC6. ask questions to identify exact need of the retailer		10	5	5		
	PC7. influence retailer by comparing products with competition and demonstrate benefit to retailers		5	2	3		
	PC8. quote high selling retailer's sales achievement, to motivate others		10	0	10		
	PC9. offer range of products/services to retailers		5	2	3		
	PC10. provide agreed quantity of		5	0	5		

	stock to retailers						
	PC11. collect payment from retailers against delivered stock		10	0	10		
	PC12. educate retailers about utility of all products/services		5	2	3		
	PC13. organize and execute road shows		5	2	3		
			100	25	75		
3. TEL/N0202 (Increase distribution width)	PC1. locate retail outlets with high footfall, to increase width of distribution	100	10	5	5		
	PC2. identify decision maker and seek permission to discuss value proposition		20	10	10		
	PC3. explain ROI to retailers by highlighting minimal investment and high inventory turns		10	0	10		
	PC4. propose/pitch range of products/services and demonstrate various associated processes		10	0	10		
	PC5. educate retailers about enrolment formalities		20	15	5		
	PC6. create brand visibility at the outlet by displaying merchandising material		20	5	15		
	PC7. provide retailer/demo SIM card and collect documents		10	5	5		

			100	30	70		
4. TEL/N0203 (Process compliance)	PC1. educate retailers on mobile number activation process, MNP, recharge and recharge reversal, KYC norms, TRAI guidelines etc.	100	25	15	10		
	PC2. validate customer enrolment forms for any discrepancies like use of whitener, signature mismatch, address mismatch		25	15	10		
	PC3. collect and process documents for activation of mobile numbers		25	15	10		
	PC4. respond to retailer issues and complaints		25	20	5		
			100	65	35		
5. TEL/N0110 (Data expertise)	PC1. resolve customer's data related issues	100	50	30	20		
	PC2. reduce repeat walk-in/interactions of customers with data related queries		50	30	20		
			100	60	40		

Annexure III – Indicative Points for drafting SLA between SSC and Assessment Agency

Annexure II – Indicative Points for drafting SLA between SSC and Assessment Agency

SLA between SSC and Assessment Agency should include the following:

<Please note that has to be drafted in the form of an Agreement and executed on stamp paper>

- Provide support in pre–screening tasks and work with the SSC concerned to update agency details on to the SDMS.
- Co-ordinate and Liaise with training partners to get information about commencement of training batches.
- Within two working days of receipt of information of the commencement of training batches by the training partner, provide decision to accept assessment of training program related tasks.
- Within two working days of acceptance of conducting the assessment, requisition certified assessors to carry out assessments.
- Ensure that certified assessors are sent to training locations/sites within the specified date and time.
- Ensure that all assessments conform to assessment guidelines and that these are undertaken as per the pre–defined format and in accordance with each of the performance criteria outlined in respective qualification packs.
- Ensure that the assessment exercise happens within the stipulated timeline and that on–site visits are conducted by the agency to cross–check for quality and transparency of assessment exercises.
- Provide the results of the assessment along with the original assessment sheet (physically and electronically) to the assessment agency within two working days of the completion of the assessment.
- Ensure that copies of the original assessment papers are properly documented, collated filed as per government guidelines.
- SSCs will validate the results of the assessment undertaken by assessors as per the qualification packs and share the results.
- Agree on a mutually accepted distribution ratio (__:__) of the assessment fee for each candidate.

Annexure IV- Application Form – Affiliation to SSC by Training Providers (affiliated to Government Schemes and NSDC)

**APPLICATION FORM FOR
AFFILIATION TO
SECTOR SKILL COUNCIL
BY VOCATIONAL
TRAINING PROVIDERS
(AFFILIATED TO
GOVERNMENT SCHEMES
AND NSDC)**

GENERAL INSTRUCTIONS

1. The application has to be applied online by the VTP/Institution interested for affiliation to a particular SSC
2. The link to the application will be available via SSC and NSDC website
3. Copies of all the relevant documents should be scanned and uploaded with the online application form
4. In addition to online application, a print-out of this application form along with hard copies of the relevant documents has to be sent to the concerned SSC by the VTP/Institution
5. Please sign and stamp every page of the document

APPLICATION FOR AFFILIATING FOR THE FOLLOWING JOB ROLE(S)
(AS PER QUALIFICATION PACKS VALID FOR THE SCHEME):

S. No.	Job Roles	Qualification Pack Reference Number
1.		
2.		
3.		
4.		
5.		
6.		
7.		

(More columns will get added, if required)

Section 1: Institution and Management Profile

1. Name of the VTP/Institution:

2. Whether NSDC or government affiliated

- Government
 NSDC

3. Name(s) of all Director(s) / Owner(s) as on date:

S. No.	Names
1.	
2.	
3.	
4.	

4. Contact Details of the Institution:

Postal Address:	
Pin Code	
Phone Number with STD Code	
Fax No:	

5. Year of Establishment: _____

6. Prior Exposure of the VTP/Institution in Skill Development Space – (Provide Details of affiliation with government scheme/NSDC. Please attach relevant proof)

7. Medium of instructions in Institute:

English

Hindi

Any Other

Please specify: _____

8. Does the Institute have branches?

Yes No

(If Yes, attach the list of Branches as Enclosure 1)

9. PAN No: _____

10. TAN No: _____

(Attach photocopy of the PAN and TAN card as Enclosure 2)

11. Turnover of the VTP/Institute: _____ (Last Financial Year)

14. Is the Institute recognized with any bodies or affiliated with any Regulatory body?

Yes No

15. If Yes, Please mention the following:

Name of the Body with which recognized or affiliated Regulatory Body	
Recognition No./ Affiliation Number	
Year of Recognition/Affiliation	
Validity of Recognition/ Affiliation	

(Attach Recognition and/or Affiliation certificate as Enclosure 5)

21. Educational Qualifications and Experience of the Director(s), Management Team members, Operational Head(s) and Affiliation Coordinator(s) for VTP/Institution:

Name of Director(s), Management Team members, Operational Head(s) and Affiliation Coordinator(s)	Educational Qualifications	Overall Work Experience (in years)	Prior Experience in the Skills Training Space	Key Achievements in the Skills Development

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22. Provide the Contact Details of the Director(s), Management Team members, Operational Head(s) and Affiliation Coordinator(s) for VTP/Institution:

Name	Contact Address	Contact Numbers – Both Land Line and Mobile	Email-ids

23. Provide your bank details:

A/C Number	
Bank Name	
IFSC Code	

Section 2: Training Operations - Processes

24. Details of documented process for management of Human Resources.

Aspect	Yes/No
Recruitment guidelines and criteria based on required competencies	
Training and professional development plan and processes	
Maintaining records of qualifications and experience	
SSC Specific add-ons	

25. Details of the Teaching Staff

S. No	Name	Designation	Degree/ Diploma	Training Certificate	Sector Experience (Yrs)	Instruction Experience (Yrs)	Regular/Visiting
1.							

2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							

26. Have the Trainers undergone any specialized training?

Yes No

(If Yes, attach the Details of the training as Enclosure 6)

27. Administrative Support Staff

S. No.	Staff	Permanent	Temporary/Part-time	Total
1.	Office Manager			
2.	Office Staff			
3.	Lab Attendants			
4.	Accountant			
5.	Support Staff			
6.	Others			
7.	Total			

28. Details of the Curriculum of the all the courses offered.

Aspect	Yes/No	Remarks
Process of adoption and/or development of curriculum on the basis of QP and NOS developed by the SSC		
Review process to gauge the effectiveness of the curriculum developed		
Clear demarcation of time to theory and practical as per the criteria set by regulatory bodies		
Activity based pedagogy inclusive of time schedule and lesson plan		
Process of SME engagement in curriculum design and development		
Review process for approval of curriculum from the SSC		

SSC specific inputs (if any)		
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29. Details of the Courseware of all the courses offered.

Aspect	Yes/No	Remarks
Process of adoption and/or development of courseware on the basis of QP and NOS based curriculum approved by SSC		
Existence of Facilitators Guide		
Existence of Trainer Guide		
Existence of Participant Manuals		
Existence of Assessment Guides		
Existence of participant feedback forms		
Existence of Training Delivery Plans		
Review process to gauge the effectiveness of the courseware developed		
Process of SME engagement in courseware design and development		
SSC specific inputs (if any)		

30. Details of the Training Process for the courses offered.

Aspect	Yes/No	Remarks
Time table		
Delivery plan		
Monitoring and evaluation process of students – continuous assessments, tests, examination etc.		
Management of student evaluation records		
Lab/ workshop exposure and its linkage to theoretical delivery		
Industry visits		
SSC specific inputs (if any)		

31. Details of Methodology adopted for Continuous Evaluation.

Aspect	Yes/No	Remarks
--------	--------	---------

Documentation process of Continuous Evaluation		
Documented process on student monitoring on learning		
SSC specific		

32. Details of Methodology adopted for Industrial Interface.

Aspect	Yes/No	Remarks
Documentation process of engagement of experts from the industry		
SSC Specific		

33. Details of Methodology adopted for Student Development.

Aspect	Yes/No	Remarks
Documented process of imparting soft skills training		
Documented process of providing guidance to students on placements		
Documented process on OJT/ Placement facilitation		
SSC Specific		

34. Details on Student Admissions.

Aspect	Yes/No	Remarks
Printed brochure/ prospectus		
Documented policy and procedures for admissions		
Concessions policy		
Process of keeping the safe custody of student documents		
Student agreement with the institution at the time of admission		
SSC Specific		

35. Provide the availability of aspects related to the Learning Environment: (Attach Photographs)

Aspect	Yes/No	Remarks
Are the classroom illumination levels sufficient		
Are the classroom ventilated enough		
Do the classroom and rest of the centre maintain the required cleanliness		
Do the classroom and rest of the centre weather		

protected		
SSC specific		

36. Library details

a. Total number of Books related to the trade:

Technical	
Non-Technical	

b. Number of Magazines: _____ -

c. Number of Dailies (newspapers): _____

37. Ages of Critical Equipment (as per requirement of QP) that are more extensively used for Trade Training in the Workshop

S. No.	Trade	Facilities	No.	Average age in No. of Years	Remarks

38. Details on Health and Safety of the learners.

Aspect	Yes/No	Remarks
Documented process of staff training on crisis handling		
Availability of equipment required for covering indoor and outdoor emergencies		
Documented process on providing training on the equipment on indoor and outdoor emergencies		
Availability of equipment required for fire safety		
Documented process on providing training on the fire safety equipment		
Health policy including collection of required medical record of staff and students		
Compliance to the regulatory norms related to health and sanitary conditions		

Documentary proof of compliances certified by the competent authority		
SSC Specific		

Section 3: Performance Measurement and Improvement

39. Documentary evidences of suitable indicators to monitor and measure the performance. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of trade learning progress		
Documented processes of workshop upkeep and modernization		
Documented process on tracking health and safety incidences		
Documented process on gathering feedback of placed students with the employers		
Documented process of tracking trends in employability and placement record		
SSC specific		

40. Documentary evidences of practicing continual improvement. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of taking student feedback on curriculum		
Documented processes of taking student attendance		
Documented process on tracking student dropouts		
Documented process on tracking student performance on tests		
Documented process of tracking teacher attendance		
Documented process of tracking placement patterns		
SSC Specific		

41. Documentary evidences of mechanism on Complaint Handling. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
---------------	---------------	----------------

Documented process on Information Sharing on complaints with all stakeholders		
Documented processes of acknowledgement of receipt of complaint		
Documented process on investigation of the complaint		
Documented process on tracking training needs of the faculty by the management		
Documented process of tracking student complaints and redress of the same		
Documented process of investigating the student complaints		
Documented process of closure of the student complaint		
Documented process of keeping record of student complaint		
SSC specific		

Other Relevant Information

48. Does the Institute receive any grant from Govt. of India / State Government/ Union Territory or any other source?

(Attach details of grants received in last 3 years as Enclosure 7)

Performance Review

a. Overall

S. No.	Performance Criteria	Unit of Measurement	2012-13	2011-12	2010-11	Remarks
1.	Utilization of Students seating capacity	%				
2.	Retention Rate (Of students admitted)	%				
3.	Students/Teaching Staff	Ratio				
4.	Pass out (Of students appeared)	%				
5.	Students on completion got jobs	%				
6.	Total yearly expenditure / Initial budget sanctioned	%				
9.	SSC specific					

S. No.	List of Enclosures	Yes/No
1.	List of Branches	
2.	PAN and IT Return	
3.	Registration Certificate of Trust/ Society	
4.	Copy of Recognition and or Affiliation Certificate	
5.	Details of Trainer Trainings	
6.	Details of Grants received in last 3 years	
7.	Lease Agreement	
8.	Staff Particulars	
9.	Drinking Water	
10.	Health and Sanitary Conditions	
11.	Fire Safety	
12.	Bus Service details	

I hereby confirm that my training center, used in the training of trainee under the above mentioned scheme meets the specifications for becoming an Affiliated Training Partner as per the standards defined by SSC and NSDC. The criteria are mentioned on the NSDC and respective SSC website. I also declare that the above mentioned information is true.

Annexure V - Affiliation Protocol Document for affiliating Vocational Training Providers that are not affiliated with Government Schemes or NSDC

Protocols for Affiliating Vocational Training Providers By Sector Skill Councils



N · S · D · C

**National
Skill Development
Corporation**

Background

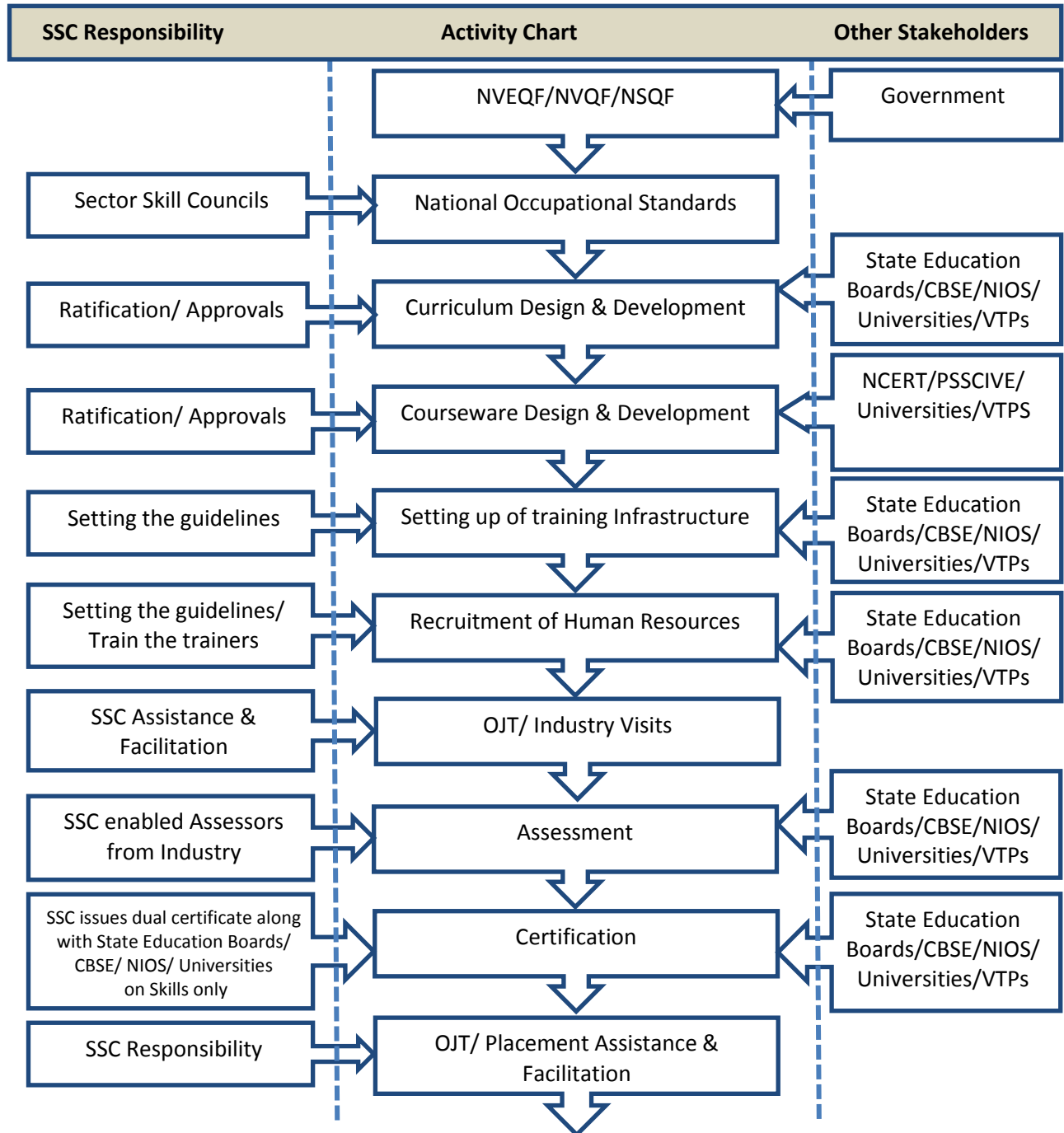
The National Skill Development Policy 2009 mandates that NSDC would constitute Sector Skill Councils (SSCs) with following functions:

1. Setting up LMIS to assist planning and delivery of training
2. Identification of skill development needs and preparing a catalogue of skill types
3. Develop a sector skill development plan and maintain skill inventory
4. Developing skill competency standards and qualifications
5. Standardization of affiliation and accreditation process
6. Participation in affiliation, accreditation, certification
7. Plan and execute training of trainers
8. Promotion of academies of excellence

This Document has Protocols which exhaustively covers Points 5 and 6 referred to above on affiliation.

Model Built around National Skill Development Policy Guidelines

Following model has been built by NSDC interpreting the guidelines issued by National Skill Development policy – 2009 for the Sector Skill Councils constituted by NSDC.



Evolution of Competency Based Learning Framework linked to Industry Placement Facilitation

Affiliation – Reference to Context

The term Affiliation is used to define a process of establishing competence of any institution desiring of delivering vocational training from NVEQF/NVQF/NSQF level 1 to 10 which is based on National Occupational Standards (NOS) created by a Sector Skill Council (SSC) constituted by NSDC. For definition of NOS please refer to Annexure I of this document.

Any Education Body/ Vocational Training provider (VTP) can seek affiliation from a Sector Skill Council in delivering the requisite elements of a NOS based vocational training. The affiliation process conducted by an SSC will carry out evaluation of competence and availability of the desired infrastructure/ capability of creating the desired infrastructure matching the needs/ requirements of delivering NOS based training.

The alignment of an SSC and a VTP/ Education Body through the process of Affiliation will focus on learning and development of the learners so that they are easily employable in the sector. The process is also expected to encourage VTP/Education Body to pursue continual excellence so that they are always in tune with the requirements of the sector. Thus the purpose of Affiliation is to maintain high standards of quality in delivering NOS based vocational training.

Some of the salient objectives of affiliation include:

- To assess VTP institutions/ Education bodies and their programs that meet defined quality standards set up the SSC in delivering NOS based training.
- To foster excellence in VTP institutions building effectiveness in delivering NOS or competency based training.
- To establish a framework for continuous improvement and provide an opportunity to benchmark with other institutions in India and abroad.
- To facilitate developing the professional competency of the learners in tune with the requirements of the sector

SSCs by way of Affiliation will give access to the affiliating partners to a variety of benefits, such as:

- Alignment of training to NVEQF/NVQF/NSQF leading to equivalence with educational degrees, diplomas and certifications.
- Ratification of NOS based curriculum
- Access to Master Trainers of the SSC and certification of the trainers of the affiliating training provider.
- Facilitate On the Job Training (OJT) and / or Placements of the affiliating partner trainees
- Assessment of trainees on NOS based curriculum
- Industry recognized certification of the successful trainees.
- Participation in Government led programs at institutional and state level, aligned to NVEQF/ NVQF/ NSQF

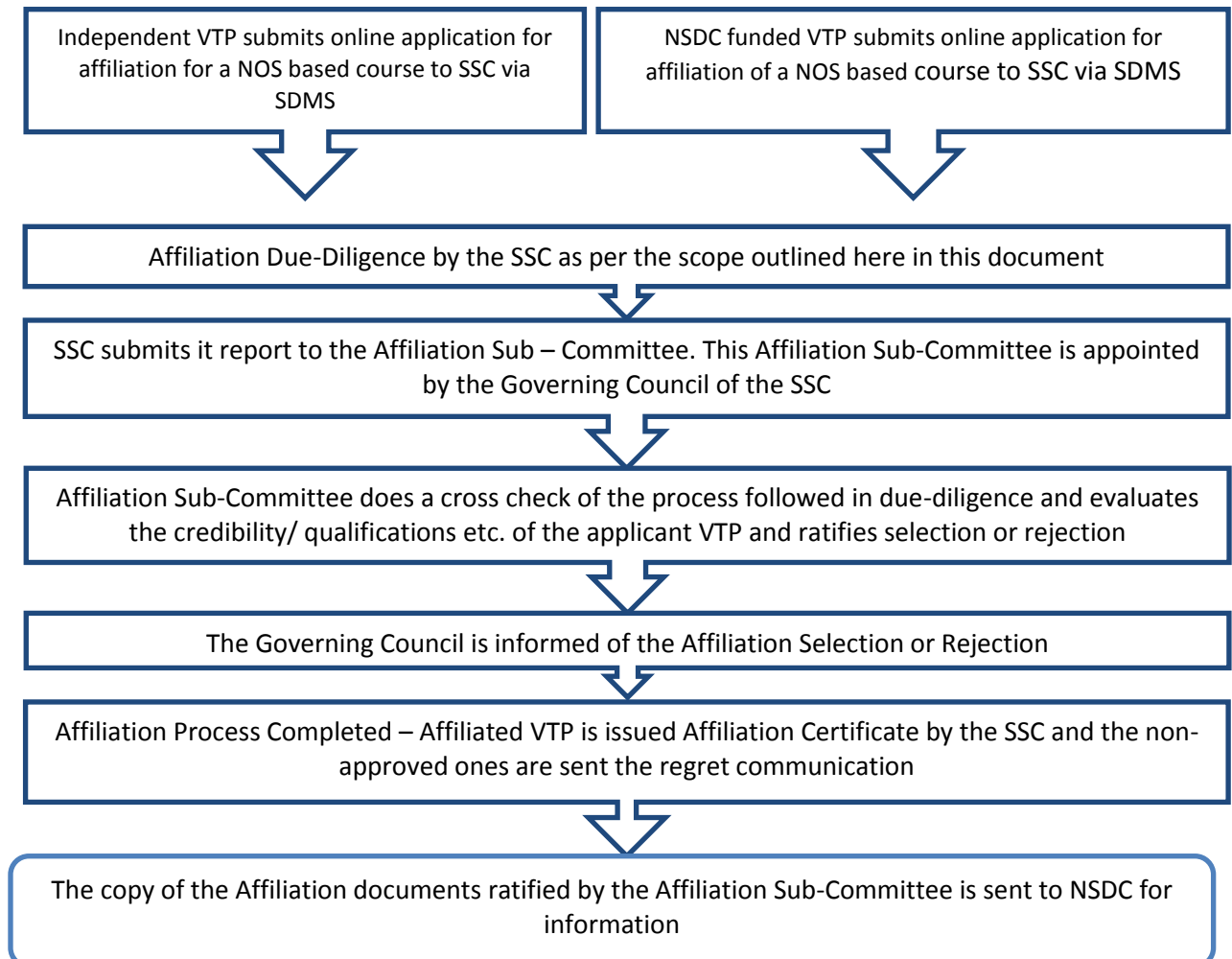
- Access to the reports on the Sectoral Researches conducted by the SSC
- Participation in the various Sector Specific Seminars
- Access to International bodies available in similar space

Institutions Eligible to Affiliate to the Sector Skill Councils

1. Training Organizations/Institutions set up by NSDC funding
2. Training Institutions set up/affiliated by Government of India
 - a. ITIs/ITCs affiliated to NCVT
 - b. Institutions approved by Councils under Central Government like AICTE
 - c. College/ Institutes affiliated to a University set by Central or State/ UT Government or recognized by UGC
 - d. Schools / Institutes approved by Central or State Boards of Secondary Education (or equivalent) or Boards of Technical Education.
 - e. Any other institute set up by Central or State/ UT government
3. Private Training Institutions independently operating in Vocational Space
4. Training institutions set up by private companies to meet the skilled manpower requirement for in-house needs or for the sector
5. Company/Firm/Society/Trust - Any of the above fulfilling any of the following criteria:
 - a. An organization providing training under Apprentices Act, 1961 for last one year from the date of submission of the application.
 - b. An organization registered in India, conducting business in the domain of skill development & training, having Permanent Income Tax Account Number (PAN) and Service Tax Registration Number and audited accounts of statements at least for last one year.

Process of Affiliation

The process of affiliation is automated via SDMS system* of NSDC and is outlined as under:



*SDMS System is described on Page 21 of this document

NOTES:

1. A VTP whether NSDC funded/Government affiliated or non-funded will apply for affiliation to the SSC for a NOS based course pertaining to a specific job role (Qualification Pack).
2. VTP can affiliate one or more courses to a SSC. For each course corresponding to a Qualification Pack, the VTP will take an affiliation from the SSC. Thus there can be multiple affiliations of a VTP with an SSC.
3. VTP can also take affiliations from multiple SSCs; for courses pertaining to their sector.

4. SSC will affiliate the institution of the VTP for the NOS based courses that the institution is offering.
5. After filing the completed affiliation application accompanied with the necessary fee, by the interested VTP, the concerned SSC will affiliate the VTP within 30 days subject to VTP responding to clarifications sought by the VTP, if any within 10 working days. In case the VTP does not respond within the stipulated time, the application shall be deemed as closed. The VTP, if further interested in affiliation will have to re-activate his application, stating reasons for delay along with the desired response sought by the SSC.
6. In case the delay is happening, from the SSC side, the concerned VTP will be informed of the delay stating the reasons and the expected time by which the process will be closed by the SSC.

Structure of this Document

The clauses listed in this document can have one of the applicability:

- ✓ A clause which under common guidelines of NSDC and will be applicable to all – both for affiliating the NSDC funded partner/Government Institution and to a non-NSDC funded partner
- ❖ A clause which deals with specific requirements of an SSC to affiliate a partner - applicable to all – both for affiliating the NSDC funded partner/ Government Institution and a non-NSDC funded partner
- A clause in which an NSDC funded Vocational Training Provider (VTP)/ Government Institution is exempted but required to be satisfied by a non-NSDC funded Skill Training Provider.

While reading the clause refer to the symbols to get the context of applicability

Document Usage

- SSCs will use this Master Document in pdf as a reference document.
- The word document is separately available to the SSCs to modify - only in the portions where it reads **SSC SPECIFIC REQUIREMENTS**. **Rest of the document is not to be altered by the SSCs.**
- **In case any SSC does not have any specific requirements to add, that column will have a statement saying – None. Under no circumstances that clause will be deleted.**
- In addition SSC will put its logo at designated places
- After adding SSC specific text logo, SSCs will share this document with NSDC before final printing and issuance to the interested VTPs/ Education Bodies
- These aspects are necessary to ensure Standard Protocol across all Affiliation Documents created by various SSCs.

Section 2: Quality Aspects in Institution Governance

Section 3: Training Operations – Processes

Section 4: Performance, Measurement and Improvement

SECTION 1: Institution and Management Profile

A. Generic guidelines about the kind of the Institution which can be affiliated

1.1. GENERAL:

The organization which requires affiliation from any of the SSC should have a written mission statement. The mission shall guide establishment of the training management system and the general operation of the organization.

The affiliating organization should:

- ✓ Have clearly defined **objectives** that are helpful in establishing a vocational training system.
- ✓ Have documented **processes and procedures** covering the entire gamut of vocational training including the ones relating to continual improvement of these processes and procedures.
- ✓ Physically **possess the resources** or have a documented plan of owning the resources required to run and operate a vocational training system.
- ✓ Have documented processes that will help the **management to review** and analyse the operational processes and procedures.
- ✓ Have a documented mechanism to ensure the applicability of the **processes and procedures to the work that has been outsourced to a third party**.

1.2. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs may add any specific requirements that they want to be included for VTP to satisfy pertaining to their sector.

B. Organization Details/ Profile of the Management Team

1.3. GENERAL:

In this section, the factual information needs to be gathered of the affiliating VTP and its management team:

- ✓ Details of the organization applying for the proposal
- ✓ Prior exposure of the affiliating organization in skill development space
- ✓ Educational qualification and experience of the management team
- ✓ Key achievements of the management team/ project team in the area of skill development
- ✓ Management committee shall identify all statutory and regulatory requirements for compliance.

The Management committee of the VTP shall:

- ✓ Involve all members of the Institution in understanding and implementing the mission and quality objectives that are measurable and derived from core training and support processes of the Institution.
- ✓ Identify and plan for resources necessary for achieving the Institution's objectives.
- ✓ Communicate to all members of Institution the importance of meeting the requirements of interested parties as well as the applicable statutory and regulatory requirements.
- ✓ Measure the performance of the Institution in order to monitor the fulfilment of the mission and quality objectives.

1.4. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy pertaining to their sector.

C. Responsibilities and the Authority of the Operational Teams

1.5. GENERAL:

✓ Head of the VTP (Vocational Training Provider) and Key Personnel

Head of Institution may be designated as Director/ Principal. The head of Institution shall be empowered by the management committee to carry out day to day functioning of the Institution. The management committee shall clearly describe the management structure. The head of the institution shall decide and implement the processes which support the development and deployment of the VTP system. The responsibility and authority for all personnel involved in key functional areas shall be defined and communicated within the Institution.

✓ Affiliation Coordinator

Management committee shall appoint an existing senior staff member who, irrespective of other responsibilities, shall monitor to ensure that the requirements of these criteria are being implemented. The coordinator shall periodically report to management committee on the compliance of criteria and the need for improvement.

The coordinator shall ensure communication within the Institution on the information related to the application and relevance of the criteria in Training and support processes. The coordinator shall liaise with the affiliating SSC on all relevant matters.

1.6. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy pertaining to their sector.

SECTION 2: Quality Aspects in Institution Governance

2.1. GENERAL:

✓ MISSION STATEMENT

The Institution's mission shall be documented. This shall be consistent with needs & expectations of interested parties and applicable statutory & regulatory requirements and commitment in delivering excellence.

✓ EXISTENCE OF OPERATIONS MANUAL COVERING THE FOLLOWING

The institution applying for affiliation should have an Operations Document covering the following aspects:

- ✓ Background of the Institution
- ✓ Organization Structure
- ✓ Details of other affiliations, if applicable
- ✓ Industry Linkages
- ✓ Profile for senior and middle management
- ✓ Profile of trainers
- ✓ Details of infrastructure, workshop, store etc.
- ✓ Process of internal evaluation
- ✓ Placement cell and its placement record
- ✓ Training Courses/ Programs offered including a list of content and training material available
- ✓ Quality assurance mechanism

➤ FINANCIAL RESOURCES

The Institution shall provide financial resources which shall be capable of sustaining a sound vocational educational program consistent with its stated mission and objectives for long term stability.

➤ COMPLIANCE TO STATUTORY AND REGULATORY REQUIREMENTS

The Institution shall identify and comply with the applicable statutory and regulatory requirements pertaining to the services provided.

2.2 SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy pertaining to their sector.

SECTION 3: Training Operations - Processes

A. Documented Process for Management of Human Resources

3.1. GENERAL:

- ✓ Recruitment guidelines and criteria based on required competencies
- ✓ Process of reviews to identify competency gaps vis-à-vis requirement in the in-house talent
- ✓ Training and professional development plan and processes
- ✓ Maintaining records of qualifications and experience
- ✓ Motivation and enhancement of self-esteem amongst the staff

3.2. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

B. Curriculum

3.3. GENERAL:

- ✓ Process of adoption and/or development of curriculum on the basis of QP and NOS developed by the SSC
- ✓ Review process to gauge the effectiveness of the curriculum developed
- ✓ Clear demarcation of time to theory and practical as per the criteria set by regulatory bodies
- ✓ Pedagogy inclusive of time schedule and lesson plan
- ✓ Process of SME engagement in curriculum design and development
- ✓ Review process for approval of curriculum from the SSC.

3.4. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

C. Courseware and other Documents

3.5. GENERAL:

- ✓ Process of adoption and/or development of courseware on the basis of QP and NOS based curriculum approved by SSC.

- ✓ Following needs to be available confirming to the requirements mentioned in the NSDC website <http://www.nsdcindia.org/quality.aspx>
 - Train the Trainer Program
 - Modules on Soft Skills/ Health/ Hygiene and Safety – both generic and program specific
 - Syllabus/ Curriculum outline
 - Training Delivery Plan
 - Facilitators Guide (Generic Training Skills)
 - Trainer Guide (Program Specific)
 - Participant Manuals
 - Assessment
 - Participant Feedback forms
- ✓ Review process to gauge the effectiveness of the courseware developed
- ✓ Process of SME engagement in courseware design and development
- ✓ Review process for approval of courseware by the SSC

3.6. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

D. Teaching process

3.7. GENERAL:

- ✓ Time table
- ✓ Delivery plan
- ✓ Monitoring and evaluation process of students – continuous assessments, tests, examination etc.
- ✓ Management of student evaluation records
- ✓ Lab/ workshop exposure and its linkage to theoretical delivery
- ✓ Industry visits

3.8. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

E. Training methodology

3.9. GENERAL:

- ✓ Documented Processes for Training
- ✓ Training aids

3.10. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

F. Continuous Evaluation

3.11. GENERAL:

- ✓ Methodology
- ✓ Student monitoring on learning

3.12. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

G. Industrial Interface

3.13. GENERAL:

- ✓ Engagement of experts from the industry (guest faculty)
- ✓ Integration of real life problems from industry and exposing it with sample solutions to the students

3.14. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

H. Student Development

3.15. GENERAL:

- ✓ Imparting required soft skills training
- ✓ Guidance to students on getting placements
- ✓ Assistance/ Facilitation for OJT/ Placements

3.16. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

I. Admissions

3.17. GENERAL:

- ✓ Printed brochure/ prospectus covering
 - Documented policy and procedures for admissions
 - Concessions policy
 - Process of keeping safe custody of students documents
 - Student agreement with the institution at the time of admission

3.18. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

J. Learning Environment

3.19. GENERAL:

- ✓ Classroom and lab aesthetics and ambience
 1. Illumination levels
 2. Ventilation requirements
 3. Housekeeping and cleanliness
 4. Weather protected

3.20. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

K. Infrastructure

3.21. GENERAL:

- ✓ Land and building requirements – (either own/rented/ on lease)
- ✓ Working space requirements
- ✓ Sizes of classrooms, labs and workshops
- ✓ Associated facilities like safe drinking water, power backup etc.

- ✓ Transport facilities, if applicable

3.22. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

L. Health and safety

3.23. GENERAL:

- ✓ Staff training on crisis handling
- ✓ Equipment required for covering indoor and outdoor emergencies
- ✓ Fire safety
- ✓ Health policy including collection of required medical record of staff and students
- ✓ Compliance to the regulatory norms of health and sanitary conditions
- ✓ Availability of the compliance certificate from the competent authority

3.24. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

SECTION 4: Performance Measurement and Improvement

A. Identification of suitable indicators to monitor and measure performance such as:

4.1. GENERAL:

- ✓ Trade Learning progress
- ✓ Workshop upkeep and modernization
- ✓ Health and safety incidences
- ✓ Feedback from employers
- ✓ Trend of employability and placement record

4.2. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

B. Continual Improvement on the basis of:

4.3. GENERAL:

- ✓ Student feedback on curriculum
- ✓ Student attendance
- ✓ Drop out monitoring
- ✓ Student performance on tests
- ✓ Teacher attendance
- ✓ Placement patterns

4.4. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

C. Management Review

4.5. GENERAL:

- ✓ Management review meetings (MRM)
- ✓ Actions implementation on the basis of MRM
- ✓ Performance review of faculty
- ✓ Assessment of training needs of faculty by the management
- ✓ Handling of student complaint by the management and redress of the same
- ✓ Analysis of student feedback
- ✓ Analysis of results in skills assessments

4.6. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

D. Documented procedure on Complaint/Feedback Handling

4.7. GENERAL:

- ✓ Information sharing on complaint with all the stakeholders
- ✓ Acknowledgment of receipt of complaint
- ✓ Investigation process
- ✓ Closure with the complainant
- ✓ Keeping record of complaints

4.8. SSC SPECIFIC REQUIREMENTS

- ❖ SSCs can add any specific requirements that they want to be included for VTP to satisfy aspects pertaining to their sector.

Schedule of Various Charges under Affiliation and Applicability

#	Charges	NSDC Funded Partners <i>Differential for NSDC funded Partners and Government Institutions (Should cover the Operating Cost only)</i>	For Others <i>SSC Specific</i>
1.	Application Fee	₹	₹
2.	Affiliation Fee	₹	₹
3.	Affiliation Fee	₹	₹
	<ul style="list-style-type: none"> • Document Validation 	₹	₹
	<ul style="list-style-type: none"> • Compliance Validation 	₹	₹
4.	Annual Affiliation fee	₹	₹

Note:

1. Travel, boarding and lodging to NSDC funded partners will be charged on actuals.
2. Wherever possible, it will be regional/ local based assessors that will be deployed
3. Economy Class Air Fare/ 1st/ 2nd AC Train Fare/ Assessing Bodies Guest House or 3 Star (Minimum) Hotel (boarding and lodging), local travel by AC car/ taxis. Assessing Body may also make the ticketing and other arrangements as per the requirements.
4. All fees once paid will be non-refundable

Process of Affiliation

The process of affiliation along with the timelines is outlined below:

1. Any VTP or Education Body wishing to affiliate to an SSC will have to apply on-line along with application fee payment details via SDMS (Skills Development Management System) accessible to the interested VTP from the SSC website only.
2. Post submission of the online application, an SSC will take up to a maximum of 30 working days to revert back to the interested VTP on affiliation or rejection of the submitted application.
3. The process of the application, post submission at the SSC end will be as follows:

The task of due-diligence will be done by the SSC directly or through a third party.

- a. The first level online check on completeness of the application form will be done by the SSC and if the third party assessors are involved, forward the application to them within **2** working days of receiving the online application.
- b. SDMS system will automatically inform the VTP of the third party assessor details.
- c. The due-diligence of the VTP application will be completed by the SSC either directly or with the help of appointed third party assessor within **10** working days.
- d. The due-diligence report of recommending or rejecting affiliation will be submitted by the SSC into SDMS or the third party assessors in **2** working days post completion of the due-diligence into the SDMS system for the SSC. SSC after evaluation of the same and its comments will forward to the Affiliation Sub-Committee.
- e. The Affiliation Sub-Committee members will preview the report and will give their online acceptance or rejection within **5** working days back to SSC.
- f. SSC on receiving the Affiliation Sub-Committee recommendation will prepare an online report of Acceptance or Rejection within **3** working days.
- g. The SSC will communicate the decision to the concerned VTP within **2** working days and the copy to NSDC for information.
- h. 6 days are kept as buffer for any prescribed timelines over-flows.

Each step listed above is online and through SDMS system. The SDMS system will automatically generate mails and keep informing the various stakeholders on the progress or delay.

Any inordinate delays will trigger alarms to the concerned stakeholders.

Any applicant will be able to track the progress of their application online.

In the event of any arbitration, the first level of appellate will be the Governing Council (GC) of the SSC.

In the event of applicant not satisfied with the GC decision, the same could be referred to NSDC.

NSDC will form a tribunal constituting the members drawn from both SSCs and NSDC funded VTPs. The members will be CEOs both from SSCs and of the VTPs.

The decision of this tribunal will be full and final and will be acceptable to both SSC and the applicant VTP.

APPLICATION FORM FOR AFFILIATION

GENERAL INSTRUCTIONS

1. The application has to be applied online by the VTP interested for affiliation.
2. The link to the application will be available via SSC website
3. Copies of all the relevant documents should be scanned and uploaded with the online application form.
4. In addition to online application, a print-out of this application form along with hard copies of the relevant documents has to be sent to the concerned SSC by the VTP.

APPLICATION FOR AFFILIATING FOR THE FOLLOWING JOB ROLES (AS PER QUALIFICATION PACKS):

S. No	Job Roles
1	
2	
3	
4	
5	

(More columns will get added, if required)

Section 1: Institution and Management Profile

1. Name of the Institution:

2. Whether NSDC funded – **Yes** **No**

If Yes, provide details

3. Name(s) of the Director(s):

S No.	Names

4. Contact Details of the Institution:

Postal Address	
Phone Number with STD code	
Fax No.	
Email of Director(s)	
Website Address	

5. Year of Establishment: _____

6. Prior Exposure of the Institution in Skill Development Space

7. Medium of instructions in Institute:

English

Hindi

Any Other

Please specify: _____

8. Does the Institute have branches?

Yes No

(If Yes, attach the list of Branches as Enclosure 1)

9.

Tan No.	
Pan No.	

(Attach photocopy of the PAN card and last IT return as Enclosure 2)

10. Turnover of the Institute: _____

(Attach Audited balance sheet of last 3 years as Enclosure 3)

11. Is the Institute Recognized with any bodies?

Yes No

If Yes, Please mention the following:

Name of the Body with which recognized	
Recognition No	
Year of Recognition	
Validity of Recognition	

(Attach Recognition certificate as Enclosure 4)

12. Is the Institute Affiliated with any Regulatory Body?

Yes No

13. If Yes, Please mention the following:

Name of the Regulatory Body with which affiliated	
Affiliation No	
Year of Affiliation	
Validity of affiliation	

(Attach Affiliation certificate as Enclosure 5)

14. Educational Qualifications and Experience of the Director/s and the Management Team members

Name of the Director/ Management Team Members	Educational Qualifications	Overall Work Experience (in years)	Prior Experience in the Skills Training Space	Key Achievements in the Skills Development

15. Details of the Operation Head and the Affiliation Coordinator of the VTP

Name of the Operations Head and Affiliation Coordinator	Educational Qualifications	Overall Work Experience (in years)	Prior Experience in the Skills Training Space	Key Achievements in the Skills Development

16. Provide the Contact Details of the Directors/ Management Team/ Operations Head/ Affiliation Coordinator

Name	Contact Address	Contact Numbers – Both Land Line	Email-ids

		and Mobile	

Section 2: Quality Aspects in Institution Governance

17. Does your Institution have a “Mission Statement”?

Yes No

18. If Yes, please write the Mission Statement in the space provided below:

19. Does your Institution have as “Operations Manual”?

Yes No

20. Please certify if your “Operational Manual” cover the aspects mentioned below in the table. At the time of affiliation assessment, the Operations Manual will have to be presented for physical verification.

Aspect	Yes/No	Remarks
Background of the Institution		
Organization Structure		
Details of other Affiliations, if applicable		
Industry Linkages		
Profile of Senior and Middle Management		
Profile of trainers		
Details of Infrastructure, workshop, store etc.		
Process of internal evaluation		
Placement cell details and its placement tracks		
Courses offered		

21. In the space provided below, provide the financial resources which shall be capable of sustaining a sound vocational educational program consistent with its stated mission and objectives.

22. Provide the list of all statutory and regulatory compliances followed by the Institution.

Section 3: Training Operations - Processes

23. Details of documented process for management of Human Resources. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Recruitment guidelines and criteria based on required competencies		
Process of reviews to identify competency gaps vis-à-vis requirement in the in-house talent		
Training and professional development plan and processes		
Maintaining records of qualifications and experience		
Process of motivation and enhancement of self-esteem amongst the staff		
SSC Specific add-ons		

24. Details of the Teaching Staff

S. No	Name	Designation	Degree/ Diploma	Training Certificate	Industry Experience	Instruction Experience	Regular/ Visiting

25. Have the Trainers undergone any specialized training?

Yes No

(If Yes, attach the Details of the training as Enclosure 6)

26. Administrative Support Staff

S. No.	Staff	Permanent	Temporary/Part-time	Total
1.	Office Manager			
2.	Office Staff			
3.	Lab Attendants			
4.	Accountant			
5.	Support Staff			
6.	Others			

27. Details of the Curriculum of the all the courses offered. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Process of adoption and/or development of curriculum on the basis of QP and NOS developed by the SSC		
Review process to gauge the effectiveness of the curriculum developed		
Clear demarcation of time to theory and practical as per the criteria set by regulatory bodies		
Pedagogy inclusive of time schedule and lesson plan		
Process of SME engagement in curriculum design and development		
Review process for approval of curriculum from the SSC		
SSC specific		

28. Details of the Courseware of all the courses offered. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Process of adoption and/or development of courseware on the basis of QP and NOS based curriculum approved by SSC		
Existence of Facilitators Guide		
Existence of Trainer Guide		
Existence of Participant Manuals		
Existence of Assessment Guides		
Existence of participant feedback forms		
Existence of Training Delivery Plans		
Review process to gauge the effectiveness of the courseware developed		
Process of SME engagement in courseware design and development		
Review process for approval of courseware by the SSC		
SSC specific		

29. Details of the Teaching Process for the courses offered. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Time table		
Delivery plan		
Monitoring and evaluation process of students – continuous assessments, tests, examination etc.		
Management of student evaluation records		
Lab/ workshop exposure and its linkage to theoretical delivery		
Industry visits		

SSC specific		
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30. Details of Training Methodology. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Documentation process of training methodology		
Existence of training aids		
SSC Specific		

31. Details of Methodology adopted for Continuous Evaluation. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Documentation process of Continuous Evaluation		
Documented process on student monitoring on learning		
SSC specific		

32. Details of Methodology adopted for Industrial Interface. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Documentation process of engagement of experts from the industry		
Documented process on integration of real life problems from the industry and exposing students sample solutions		
SSC Specific		

33. Details of Methodology adopted for Student Development. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
--------	--------	---------

Documented process of imparting soft skills training		
Documented process of providing guidance to students on placements		
Documented process on OJT/ Placement facilitation		
SSC Specific		

34. Details on Student Admissions. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Printed brochure/ prospectus		
Documented policy and procedures for admissions		
Concessions policy		
Process of keeping the safe custody of student documents		
Student agreement with the institution at the time of admission		
SSC Specific		

35. Provide the availability of aspects related to the Learning Environment:

Aspect	Yes/No	Remarks
Are the classroom illumination levels sufficient		
Are the classroom ventilated enough		
Do the classroom and rest of the centre maintain the required cleanliness		
Do the classroom and rest of the centre weather protected		
SSC specific		

36. Library details:

Total number of Books related to the trade(Technical and Non- Technical)	
Number of Magazine	
Number of Dailies (newspapers)	

37. Provide the availability of aspects related to the Infrastructure:

Aspect	Details	Remarks
Building Own/Rented/ On Lease		
Area of Institute Premises		
Size of classrooms		
Size of Labs		
Size of workshops		
Number of classrooms		
Number of Labs		
Number of workshops		
Safe drinking water (Yes/No)		
Power backup (Yes/No)		
Separate toilet for Boys and Girls (Yes/No)		
Provision of transport facility, if applicable (Yes/No)		
SSC Specific		

38. Ages of Critical Equipment that are more extensively used for Trade Training in the Workshop

S. No.	Trade	Facilities	No.	Average age in No. of Years	Remarks

39. Details on Health and Safety of the learners. Certify the existence of the aspects listed below and will have to be physically produced to the affiliation assessors.

Aspect	Yes/No	Remarks
Documented process of staff training on crisis handling		
Availability of equipment required for covering indoor and outdoor emergencies		
Documented process on providing training on the equipment on indoor and outdoor emergencies		
Availability of equipment required for fire safety		

Documented process on providing training on the fire safety equipment		
Health policy including collection of required medical record of staff and students		
Compliance to the regulatory norms related to health and sanitary conditions		
Documentary proof of compliances certified by the competent authority		
SSC Specific		

Section 4: Performance Measurement and Improvement

40. Documentary evidences of suitable indicators to monitor and measure the performance. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of trade learning progress		
Documented processes of workshop upkeep and modernization		
Documented process on tracking health and safety incidences		
Documented process on gathering feedback of placed students with the employers		
Documented process of tracking trends in employability and placement record		
SSC specific		

41. Documentary evidences of practicing continual improvement. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of taking student feedback on curriculum		
Documented processes of taking student attendance		
Documented process on tracking student dropouts		
Documented process on tracking student performance on tests		
Documented process of tracking teacher attendance		
Documented process of tracking placement		

patterns		
SSC Specific		

42. Documentary evidences of Management Review. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process of conduction of Management Review Meetings (MRM)		
Documented processes of taking actions on the basis of MRM		
Documented process on tracking Faculty Review		
Documented process on tracking training needs of the faculty by the management		
Documented process of tracking student complaints and redress of the same		
Documented process of analysis of student feedback		
Documented process of analysis of results in skills assessment		
SSC Specific		

43. Documentary evidences of mechanism on Complaint Handling. Key aspects that need to be certified by the applicant are:

Aspect	Yes/No	Remarks
Documented process on Information Sharing on complaints with all stakeholders		
Documented processes of acknowledgement of receipt of complaint		
Documented process on investigation of the complaint		
Documented process on tracking training needs of the faculty by the management		
Documented process of tracking student complaints and redress of the same		
Documented process of investigating the student complaints		
Documented process of closure of the student complaint		

Documented process of keeping record of student complaint		
SSC specific		

Other Relevant Information

44. Does the Institute receive any grant from Govt. of India / State Government/ Union Territory or any other source?

(Attach details of grants received in last 3 years as Enclosure 7)

Performance Review

b. Overall

S. No.	Performance Criteria	Unit of Measurement	2012-13	2011-12	2010-11	Remarks
1.	Utilization of Students seating capacity	%				
2.	Retention Rate (Of students admitted)	%				
3.	Students/Teaching Staff	Ratio				
4.	Pass out (Of students appeared)	%				
5.	Students on completion got jobs	%				
6.	Total yearly expenditure / Initial budget sanctioned	%				
7.	Students on completion expressing satisfaction on quality of training	%				
8.	Teachers expressing satisfaction on all round conditions of the VTP	%				
9.	SSC specific					

B. Trade wise

S. No.	Course Name	Duration	No. of batch/year	Students in each batch	No. of trainees appeared for Exam	No. of trainees certified	No. of trainees placed	Remarks

List of Enclosures	Enclosed
List of Branches	Yes <input type="checkbox"/> No <input type="checkbox"/>
PAN and IT Return	Yes <input type="checkbox"/> No <input type="checkbox"/>
Audited Balance Sheet	Yes <input type="checkbox"/> No <input type="checkbox"/>
Registration Certificate of Trust/Society	Yes <input type="checkbox"/> No <input type="checkbox"/>
Copy of Recognition Certificate	Yes <input type="checkbox"/> No <input type="checkbox"/>
. Copy of Affiliation Certificate	Yes <input type="checkbox"/> No <input type="checkbox"/>
Building Approval Document	Yes <input type="checkbox"/> No <input type="checkbox"/>
Staff Particulars	Yes <input type="checkbox"/> No <input type="checkbox"/>
Training detail of Staff	Yes <input type="checkbox"/> No <input type="checkbox"/>
Drinking Water	Yes <input type="checkbox"/> No <input type="checkbox"/>
Health and Sanitary Conditions	Yes <input type="checkbox"/> No <input type="checkbox"/>
Fire Safety	Yes <input type="checkbox"/> No <input type="checkbox"/>
Bus Service details	Yes <input type="checkbox"/> No <input type="checkbox"/>
Details of Grants received in last 3 years	Yes <input type="checkbox"/> No <input type="checkbox"/>
Detail of Assessment procedure	Yes <input type="checkbox"/> No <input type="checkbox"/>

Annexure VI – Pointers for drafting MoU/Undertaking between SSC and Training Partners

Annexure VI – Pointers for drafting MoU/Undertaking between SSC and Training Partners

SSC – Sector Skill councils

QP – Qualification Packs

NOS – National Occupational Standards

SDMS – Skill Development Management Software

- The training partner will align the curriculum and courseware to the Qualification Packs and National Occupational Standards set by the Sector Skill Councils
- TP's will give an undertaking to the SSC that the trainers at the participating centres are qualified to handle the training program as per the QP and NOS set by SSC
- TP's should have adequate lab infrastructure as per the guidelines set by SSC's
- TP will enter the student details into SDMS to its best capacity
- Only the TP will be liable for any wrong or misleading information put into the SDMS.
- The TP will ensure all candidates have a UID number and bank account. Adequate assistance will be provided by the TP to the trainee to facilitate the UID number and a bank account in case the student does not have one. Nearest CSC will facilitate to fasten the process.
- Till the time the trainee does not have a UID number and a bank account number, the trainee can use the mobile number to enrol in the training program
- It will be the responsibility of the TP to update the UID and bank account information of the trainee on its receipt. The TP will be liable for any incorrect information entered into SDMS
- The TP will have to ensure that the start and end date of every batch is entered into SDMS. In case of any delay in the information provided – the TP will be liable for the same.
- The TP can choose to facilitate economically weaker section of trainees (with a below poverty line (BPL) card) by providing credit facility on the training fee only
- The assessment fee has to be collected by the TP in full at the time of enrolment. This money collected by the TP from the student has to be transferred electronically to the SSC the same day.
- In the eventuality of student dropping out of the training program, the assessment fee will be non-refundable
- It will be the responsibility of the TP of entering the correct fee amount given and credit given to the trainee
- TP has to enter the receipt number clearly depicting the fee taken and credit given to the trainee
- In the event of dispute, TP will be the only party responsible
- TP will be expected to provide the training as per the promised schedule to the trainee and ensure that the trainee is adequately skilled as per the performance criteria defined in the QP and NOS
- On the day of the assessment, TP has to ensure that the necessary facilities are extended to the assessor and adequate lab infra with necessary raw materials are provided for the assessment purpose
- In case the assessor needs any internet connection and a computer – that same should be provided on request by the TP
- The boarding lodging and travel will not be the responsibility of the TP

- The trainee will be allowed to take the assessment as many times as the trainee wants by paying the assessing fee each time. The assessment fee has to be transferred to the SSC each time.
- Only Indian nationals can participate in the scheme
- The trainee can get the award money only once
- SSC will declare the results in 10 working days after the assessment and send PDF of certificates to training partners
- It will be the responsibility of the TP to printout the certificates
- The certificates should be:
 - On A4 size sheets
 - Color printed
 - On 160 to 180 GSM paper
- The TP will have to issue the certificates to the trainee within 2 working days. Any delay will be the liability of the TP
- In case the trainee is taking the training on credit, the training partner will be reimbursed only when the trainee passes the assessment exam. In case the trainee does not pass the assessment exam and is taking the training on credit, the training partner will not be eligible for the reimbursement.

Annexure VII – Format for sharing information with the Assessment Agencies

Annexure VII - Format for sharing information with the Assessment Agencies

Subject	Details
Start and end date of the program	
QP details	
Number of trainees	
Details of facilities available at the training site	
Changes if any during the course of the training	

Any changes in the above mentioned fields will need to be informed to the SSC by the Training Partner, and the SSC will share this information with the Assessment Agency.

