



# **Life Sciences Sector Skill Development Council**

## **Monitoring Protocol for Training Partners and Assessment Partners**



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**Index**

<b>Sr. No.</b>	<b>Content</b>
<b>1</b>	<b>Preface</b>
<b>2</b>	<b>Objectives</b>
<b>3</b>	<b>Check Points for Training Partner and Assessment Agency for monitoring</b>
<b>4</b>	<b>Monitoring Process for Training Partner</b>
<b>5</b>	<b>Monitoring Process for Assessment Agency</b>
<b>6</b>	<b>Grievance redress process</b>

## Preface

No system is perfect. Any system which is not monitored tends to become stale and obsolete. It is very important to create boundaries and then watch the boundaries, to maintain the freshness and productivity.

This document is created for purpose of setting quality of the Training Partners and Assessment partners. The primary motto of this document is to prevent deviations and prevent Training Partner from going off track. Thus intention of this document is to create proactive support for the skilling agents, rather than policing them.

This document also intends to put in place a tool for regular check on Assessment partners. It aims to monitor streamlined functions of assessment partners along with empanelled assessors.

LSSSDC intends to have a “hand in hand” approach and believes in guiding, supporting and nurturing its stakeholders. This document is a support document for Training Partners & Assessment Partners of LSSSDC

## Objectives

- To device a robust monitoring system.
- To define the nodal check points for successful skilling.
- To develop monitoring methodology of each check point.
- To help stakeholder to understand his scope of functions.
- To have 360 degree and end to end monitoring system.
- To guide Training Partners and Assessment partners towards quality oriented operations.

**Check Points**

**Training Partners**

**Assessment Partners**



Accreditation

Accreditation

Trainer

Assessment  
Development Process

Curriculum

SME – Subject Matter expert

Training Delivery Plan

Assessment Tools

Assessment

Assessor

Physical inspection

Assessment Process

Physical Inspection

## Monitoring process for Training Partners

### Accreditation Process

- All VTP are accredited as per the LSSSDC Accreditation protocol for VTPs
- A score card is maintained and accreditation certificate is issued only after physical inspection of the site of Training partner.
- The profile for assessor for due diligence is defined.
- A VTP is checked with respect to its financial stability, operational practices, Infrastructure quality & availability, Business strategy, and prior experience of the management in skilling projects.
- VTP scoring 70 and above points are eligible for Accreditation.
- For Technical QPs, VTPs may tie up with industry to impart practical aspect of the training. In such cases, due diligence is done of both VTP site and Organisation who intends to support the skilling.
- VTP should have adhered to branding policies issued by NSDC where ever applicable.

### Trainer

- All VTPs must deliver training only through certified Trainers.
- All Trainers' CV is screened by LSSSDC before they are appointed by the VTP.
- VTP / Trainer has to submit the credentials to council.
- It is compulsory for all the Trainers to go through TTT and get certified before getting into training activity.
- VTP is mandated to report any attrition or new appointments to the Council.
- Trainer's attendance record to be checked every 6 months either during physical inspection or through scanned copy of the records.

### Curriculum

- VTP has to map its curriculum to QP/NOS he intends to train on.
- VTP is issued a letter of Approval on curriculum mapping once verified.
- VTP submits an undertaking declaring that training is being delivered as per the mapped curriculum.
- VTP must provide appropriate content manual to each trainee for their personal use and reference.

### Training Delivery Plan

- VTP submits a systematic plan on Training delivery.
- LSSSDC certifies the TDP
- A random check is made on actual implementation of TDP
- A VTP must show concrete plans to deliver Theory as well as Practical Training to the candidates.
- LSSSDC having majorly manufacturing roles, require heavy industrial equipments to impart training. It requires huge amount of capital. Hence VTPs are suggested to have robust industry network.
- VTP partnering with Industry to impart practical Training must produce MOUs.
- These MOUs are then verified with industry separately through, telephonic calls, Physical inspection, or collection of evidences.

### Assessments and its out come

- Readiness of VTP on efficient Assessment conduction
- Feedback is taken from Student by Assessor and submitted to LSSSDC
- Feedback is taken from Assessor on various aspects of VTP like – Infrastructure availability, equipment availability, trainer’s preparedness, Candidate quality, Training Quality etc.

### Inspection Policy

LSSSDC will monitor VTP by conducting inspection and investigation from time to time. Monitoring may be conducted on all or some of the following aspects of Training Partner.

1. Infrastructure (Training facilities, equipments, Class rooms, Training Aids, Branding)
2. Staff (admin staff, SPOC)
3. Mobilisation strategies & processes (Branding, targeted population for enrolments, targeted location, Promotional activities, ethics)
4. Enrolments (location and population targeted, number of enrolments done at single point, mass enrolment, eligibility of enrolled trainees)
5. Training (Training process and methodology, content utilisation, Training hours, attendance records, trainer quality, outcome of assessment, trainee quality, field training process)
6. Business Process (administrative processes, Revenue flow)
7. Trainer (Quality of trainer, certification of trainer, utilisation of certified Trainers, trainer’s work record)
8. Branding (promotional material, public messages, exhibition, Melas)

9. Facilitation of Assessment processes (conduct of VTP during assessments, Identity & educational proves of the Trainees)
  10. Enrolled candidates (Eligibility)
  11. Placements (policies, placement activities, employers, industry connects, placed students)
- Training Partner must ensure compliance in all the above aspects and any other factor which may not have been listed above but has a direct or indirect adverse impact on the quality of business of Training Partner and image / goals of LSSSDC.
  - Monitoring can be conducted at any day any time as and when required.
  - Training Partner must be ready for any surprise audits during entire period of affiliation.
  - Training Partner must produce relevant documents / records as and when demanded by LSSSDC with in stipulated period of time.

### Non Compliance

- On observation of Non-compliance in any of the above mentioned points or any other points which may have negative impact on overall performance of Training Partner, LSSSDC has right to take one of the following disciplinary actions:
  - Issue Show Cause Notice
  - Temporary suspension.
  - Cancellation of Accreditation
  - Blacklisting the VTP barring it to work with any other SSC.
  - Cancellation of Batch
  - Non issuance of the certificates
  - Non refunding of fee
  - Monetary penalty
  - Judiciary action
- The decision may depend on direct or circumstantial evidences collected by the Council.
- In case LSSSDC is unable to reach a satisfactory decision, the case shall be escalated to Facilitation Committee.
- The decision of Facilitation committee shall be final.



## Monitoring process for Assessment Agency

### Accreditation Process

- All Accreditation Agencies, who apply are shortlisted on basis of reference check and initial interviewing.
- Shortlisted Agencies must fit the criteria stated in Assessment Body Accreditation protocol.
- Once satisfied LSSSDC signs an SLA with Agency.

### Assessments Development Process

- LSSSDC closely monitors the Assessment Development Process.
- The blue print of the test is the first point of check in Assessment Development
- Preparation of Blue print is guided and supervised closely by the council.
- Coverage of all the PCs are ensured with their due weightage prescribed in QP

### SME - Subject Matter Expert

- It is ensured that Questions for a QP is created only by the expert from the Industry. This person plays the role of Subject Matter Expert (SME).
- The selection of SME is done on the basis of eligibility criteria defined by LSSSDC.
- These criteria are validated by Industry.
- A letter of approval is issued by Assessment agency in agreement with LSSSDC to SME.

### Assessment Tools

- Selection of Assessment tools is done on basis of QP requirement.
- Tools are chosen to fit in the ease of implementation and desired learning out come.
- NSQF level of QP/ NOS is also considered while designing or selecting tools.
- Profile of VTP and candidate is taken into consideration.



### Assessor

- The selection of Assessor is done on the basis of eligibility criteria defined by LSSSDC.
- These criteria are validated by Industry.
- Assessors are screened and assessed on the QP by Assessment Agency
- Assessors are then oriented.
- LSSSDC trains the Assessor and certifies.
- Assessment Agencies must create pool of assessors and get them certified well in advance.

### Assessments process

- The modus operandi of Assessment Agency is checked in advance.
- Evidence of “Assessment in progress” is collected.
- Feedback from Student is collected through anonymous feedback form.
- Feedback from Training Partner is collected after the assessment.

### Inspection Policy

LSSSDC will monitor Assessment Agency by conducting inspection and investigation from time to time. Monitoring may be conducted on all or some of the following aspects of Assessment Partner.

1. Assessment Model
2. Assessment design
3. Subject Matter Expert
4. Assessment implementation process
5. Conduct of Human resources involved in the Assessment administration.
6. Assessment event
7. Assessor
8. Infrastructure involved in assessment
9. Assessment platform
10. Assessment related documents
11. Results

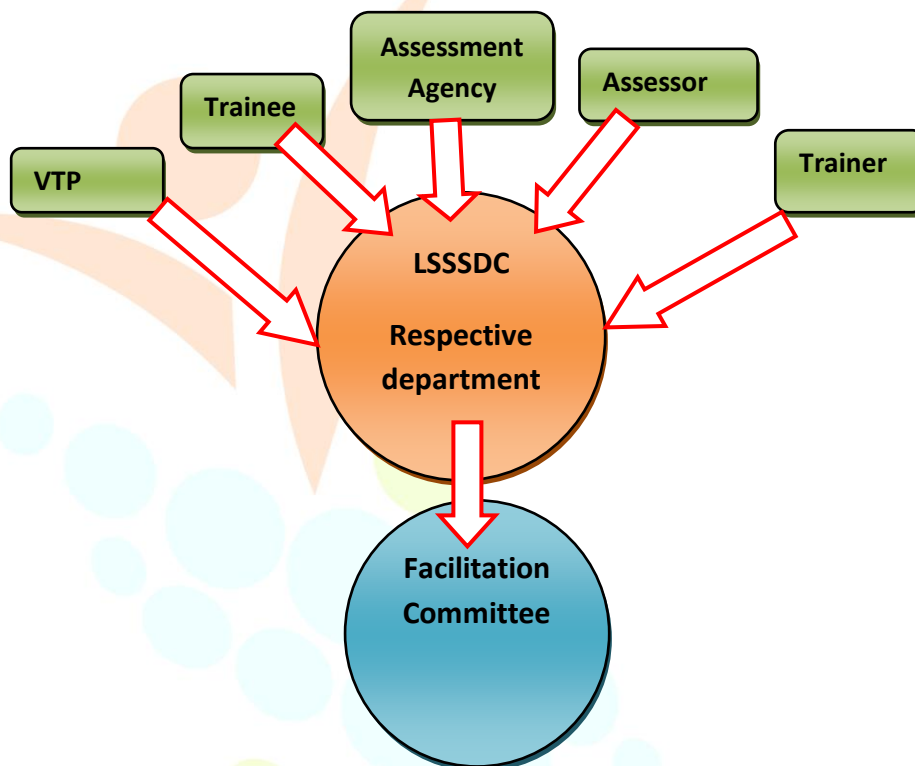
### Non Compliance

- On observation of Non-compliance LSSSDC has right to take one of the following disciplinary actions:
- Cancellation of Accreditation
  - Black listing
  - Black listing and circulating the name of Agency to all SSCs barring them from any association with SSCs
  - Cancellation of dues towards the Agency
  - Judiciary action
  - Blacklisting the assessor
  - Reduction in allotment of assessment numbers
  - Temporary suspension
  - Monetary penalty
  - Pulling out of allotted QP(s)

The decision may depend on direct or circumstantial evidences collected by the Council. In case LSSSDC is unable to reach a satisfactory decision, the case shall be escalated to Facilitation Committee. The decision of Facilitation committee shall be final.

## Grievance Redress Process

Following figure shows flow of complaint.



## Facilitation Committee

LSSSDC has constituted a “Facilitation Committee” to address more complicated issues. This committee is formed by 5 Members. Four members are from General Body and CEO of LSSSDC.

The members are:

1. Dr Shubnum Singh
2. Dr S. K. Gupta
3. Dr P. K. Gupta
4. Mr Ranjit Madan