

## GenC Internship and GenC CSD 2023

### Performance Evaluation and Consequence Management

#### **Declaration Form**

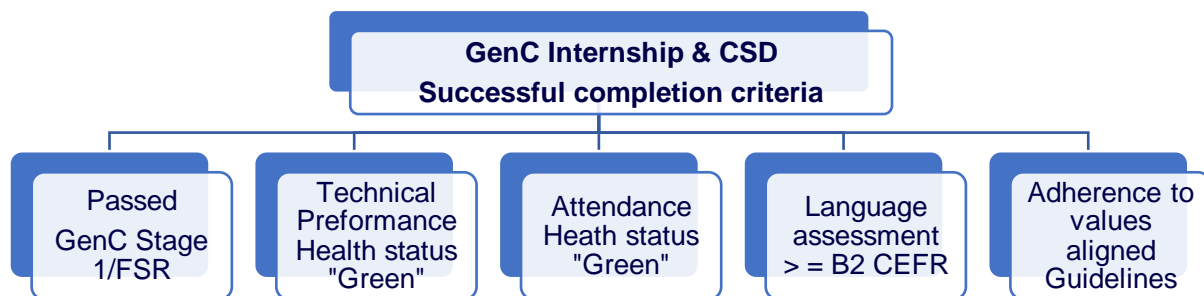
I Hemadharshini S undergoing skilling in the GenC Internship / GenC CSD program via classroom mode will be obliged to abide by, acknowledge, and agree to the following:

“GenC Internship and CSD skilling completion guidelines 2023\_V2.1” applicable to all types of skilling programs (Skilling/Re-skilling pre & post onboarding)

#### **A. GenC internship and CSD skilling completion guideline:**

The objective of the GenC Internship and CSD skilling program is to enable the Interns & CSD candidates to incorporate the skills acquired, by developing real time projects/use cases as well as considerably improve their professional skills as they progress through the program.

The overall performance of the GenC will be assessed across the evaluation/assessment modules and the eligibility criteria for successful completion of skilling program will include the GenC's technical competency, behavioral competencies and adherence to policy aligned GenC Internship and CSD skilling program guidelines.



## **1.1 TECHNICAL COMPETENCIES**

Every GenC is mapped to a technical track based on the business demand and provided systematic training to develop their technical skills. Each technical track has a defined curriculum which is oriented to the GenCs at the beginning of the technical skilling phase. Towards successful completion of the skilling program, the GenC's are expected to demonstrate their comprehension and ability to implement the technical concepts as per the defined curriculum.

The details on the skilling completion criteria relating to technical skilling across fundamental & advanced levels are as explained below:

The technical performance skilling and evaluation will happen at two levels:

- (I) Stage 1 [Fundamentals] (or) Foundational Skill Readiness (FSR)
- (II) Stage 2 and beyond as applicable [Advanced skilling stages]

### **1.1.1 Stage 1**

Stage 1 in the training curriculum of each track will be the qualifier stage to progress to the advanced skilling stages.

- a) The GenC Interns & CSD are expected to obtain  $\geq 70\%$  score in the qualifier assessment at the end of Stage 1 in the first attempt. *(No second attempts will be enabled for Stage 1 qualifier assessment and PHS is not applicable in Stage 1)*
- b) 100% completion of hands-on exercises assigned in stage 1 curriculum is mandatory to be eligible for Qualifier assessment.
- One-time catch-up instance will be provided to complete hands-on and attempt Qualifier assessment.

Stage 1 Gating criteria	GenC Type	
	Interns	CSDs
<b><math>\geq 70\%</math> in qualifier assessment</b>	Proceed with stage 2 learning	Proceed with stage 2 learning
<b><math>&lt; 70\%</math> in qualifier assessment</b>	1) De-enrolled from the internship program and LOI revoked	1) De-enrolled from the CSD program & LOI revoked  Note: For CSD candidates from 2022 selects with an FTE offer. FTE offer will be revoked.

Candidates who clear stage 1 or equivalent assessment will be mapped to stage 2, and those who do not could be evaluated for fitment within other service line requirements based on business demand and candidate consent.

### 1.1.2 Foundational skill readiness assessment

Clearing Stage-1 or equivalent foundational skill readiness (FSR) assessment as planned and processed by GenC Program based on business decisions could be an alternate entry criterion towards onboarding trainees as Interns/CSD/FTE. This is applicable for skilling/ re-skilling programs from Stage 2 and beyond.

Foundational skill readiness (FSR) assessment is applicable to specific tracks where the interns/CSD candidates complete their virtual self-learning pre-onboarding. On onboarding as Interns/CSD to the GenC internship / CSD skilling program, the interns will be assessed on their foundational skill capability. Passing the FSR assessment is a mandatory criteria for successful completion of the internship/ CSD skilling program.

FSR Gating criteria	Attempt	GenC Type	
		Interns	CSDs
<b><math>\geq 70\%</math> in FSR assessment</b>	<b>Attempt 1</b>	Proceed with stage 2 learning	Proceed with stage 2 learning
<b><math>&lt; 70\%</math> in FSR assessment</b>	<b>Attempt 1</b>	Proceed with stage 2 in parallel to FSR reattempt. Pass FSR Attempt 2 before initiation of Stage 2 Interim evaluation.	Proceed with stage 2 in parallel to FSR reattempt. Pass FSR Attempt 2 before initiation of Stage 2 Interim evaluation.

**Interns who clear the FSR will only be eligible to continue and successfully complete the GenC Internship program.**

### 1.1.3 Stage 2 and beyond (Advanced skilling stages)

From Stage 2, the candidates' technical proficiency and their ability to implement the skills will be evaluated to determine their Performance Health Status (PHS) based on a one-to-one evaluation by a Subject Matter Expert (SME). The SME evaluation will be a single event covering both technical and project implementation aspects conducted at two checkpoints during the skilling phase: (i) Interim Evaluation (ii) Final evaluation.

- (i) The interim evaluation is conducted at a logical midpoint during the advanced skilling stages. A candidate's learning progress is assessed during the interim evaluation, and an interim PHS is provided along with feedback to assist them in achieving their final evaluation goals.
- (ii) The final evaluation is conducted at the end of the technical skilling phase and the candidate is assessed on the entire set of skills he has learned in the curriculum. Final evaluation results are presented in Red/Amber/Green as Performance Health Status (PHS).

At the end of technical skilling phase, the GenC interns and CSD candidates are expected to have a performance health status of 'Green' to be eligible for successful completion of the GenC skilling program.

If the PHS is Red/Amber after the final evaluation, candidate will be de-enrolled from the GenC skilling program and LOI will be revoked.

#### 1.1.3.1 RAG Definition

<b>Red</b>	Candidate is not able to answer the basic questions asked on particular skill. Candidate has implemented a few project requirements and unable to answer questions on the project clearly. Candidate is not able to respond in complete sentences to the questions asked, struggles to find the words and unable to comprehend questions, poor attitude towards learning,
<b>Amber</b>	Candidate is able to answer basic questions and some of scenario-based questions without detailed explanation. Candidate has implemented few of project requirements and able to present, explain and answer basic questions on project. Candidate is able to respond in complete sentences to questions, using too many fillers, having good attitude and finds difficult to comprehend the questions.
<b>Green</b>	Candidate has good understanding on skill and able to answer most of the basic and scenario-based questions. Candidate has implemented most of the project requirements, able to present the requirement well and answer the questions related to project. Candidate speaks clearly with right attitude, maintains eye contacts, and speaks confidently and able to articulate his/her thoughts.

### 1.1.3.2 Skilling completion criteria from Stage 2 and attempt eligibility

Interim Evaluation	Final Evaluation	Final RAG	Reattempt provided?	Final attempt	Completion status
Green	Green	Green	NA		Eligible for successful completion
Green	Amber	Amber	Yes	Amber or Red	Not eligible for completion
Green	Amber	Amber	Yes	Green	Eligible for successful completion
Green	Red	Red	Yes	Amber or Red	Not eligible for completion
Green	Red	Red	Yes	Green	Eligible for successful completion
Amber	Green	Green	NA		Eligible for successful completion
Amber	Amber	Amber	Yes	Amber or Red	Not eligible for completion
Amber	Amber	Amber	Yes	Green	Eligible for successful completion
Amber	Red	Red	Yes	Amber or Red	Not eligible for completion
Amber	Red	Red	Yes	Green	Eligible for successful completion
Red	Green	Green	NA		Eligible for successful completion
Red	Amber	Amber	Yes	Amber or Red	Not eligible for completion
Red	Amber	Amber	Yes	Green	Eligible for successful completion
Red	Red	Red	No		Not eligible for completion

Evaluation components may be excluded, modified, or excluded based on SL discretion and GenC program head approval. *Refer section 7.1.3*

### 1.1.3.3 Gating criteria Beyond Stage 2

GenC/Intern Training	Overall Evaluation Components	Pass Criteria	Evaluation Done by
<b>Performance Health Status - PHS</b> <i>(Only from Stage 2)</i>	Interim Evaluation (Project + Technical) <i>(Refer curriculum details for SL specific evaluation components)</i>	Passing criteria & the eligible number of attempts are as given in 7.1.2.3	BU SME
	Final Evaluation (Project + Technical) <i>(Refer curriculum details for SL specific evaluation components)</i>		

### 1.1.4 Exceptions to evaluation components

<<To be updated post BU orientation with details on the changes to each SL as applicable>>

### 1.1.5 **Note**

- Evaluation would be scheduled through GenC Learn platform and evaluator will update RAG status and feedback in the platform.
- Evaluations to happen at an individual level, on video and mandatorily recorded. *(Even if the GenC Intern/CSD & the evaluator are in the same location)*
- 100% Completion of Hands on in Stage 2 is mandatory for interim / final evaluation eligibility.

- Eligible for “Successful completion” indicates that the GenC Intern/CSD candidate has met the performance threshold set at the checkpoint.
- **Re-attempt on** Final evaluation would be provided will be applicable for as per above rubrics.
  - *Trainee is not eligible for final evaluation re-attempt, if both Interim/Final evaluation (attempt 1) status is Red.*
- **Remedial Phase:** Additional **1 week** post the Tentative/Planned Graduation date is the permissible time, provided to any GenC to successfully complete all the pending components (backlog including project / technical evaluations). Consequence management activities start based on the Performance status at the end of this remedial phase leading to revocation of Internship/CSD offer
  - **If GenC Intern/CSD candidate underperforms at end of remedial phase**, he/she could be tagged to Alternate service line (with a lower profile role and compensation, as applicable) purely based on demand/availability in that service line.
  - **If GenC Intern/CSD candidate fails to get tagged to Alternate service line** within a timeline of 2 weeks post the end of remedial phase, GenC **Intern/CSD candidate** consequence towards failure in the assessment will be initiated as per organization policy
- There could be exception to deployment clause based on the demand & training outcomes, at the discretion of the SL and GenC Program head approval.

## 2 Behavioral Competencies

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The behavioral assessment outcome for GenC Intern/ CSD candidates is expected to be **>=B2 CEFR rating\*** level in language assessment to be eligible for **successful completion of Internship/CSD skilling program and be eligible for onboarding.**

### Note:

In the event of progressive level movement, GenC Intern/CSD candidates scoring < B2 CEFR in language assessment could be given conditional approval by the GenC Program leader. In case of where is no progressive level movement is demonstrated, candidate will be de-enrolled from the GenC skilling program and LOI will be revoked.

## 3 Attendance health Status

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**Attendance Health Status (AHS)** of the GenC intern /CSD candidate must be in **Green** every month to be eligible for successful completion of Internship/CSD skilling program.

*The AHS will be included in the exit criteria as per the BU’s directions on the training for the corresponding cohorts.*

## 4 Adherence to values aligned Guidelines

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All GenC Interns/CSD candidates are expected to adhere to and uphold the Cognizant Code of Ethics (“Code”) to help ensure that everything they do at Cognizant is in accordance with our standards of integrity.

*Refer to the GenC India - and CSD - Skilling program guidelines*

- GenC Intern/ CSD candidates are expected to adhere to the below key internship guideline. **Non-adherence of more than 2 times** to any of the below will be considered as a breach leading to de-enrollment from the internship/ CSD program and revocation of LOI.
  - Code of Ethics
  - Integrity in assessments\*
  - Adherence to Attendance\*\*
  - Dress code
  - Communication protocols

## POINTS TO NOTE

- a) If GenC Intern/ CSD candidate fails to keep up with the performance standards of the skilling program as defined in the policy within the stipulated timeline, candidate will be de-enrolled from the Internship/CSD skilling program and LOI will be revoked.
- b) 100% Completion of Hands On at each stage is mandatory for stage completion eligibility.
- c) The performance indicators (PHS, Behavioral rating, AHS) in the GenC Internship/ CSD skilling program may also have an impact on the confirmation process timelines, at the discretion of Business and Talent Management.
- d) \* Malpractices in any form will be dealt with zero tolerance. The type of disciplinary action(s) would be based on multiple factors attached to the incident and may call for immediate de-enrollment from the GenC internship/ CSD skilling program and revocation of LOI.
- e) \*\* Attendance at the physical location must be at least 85% every month to continue in the GenC internship / CSD skilling program and successfully complete the program
- f) Clearing Stage-1 or equivalent foundational skill assessment as planned and processed by GenC Program based on business decisions could be an alternate entry criterion towards onboarding trainees as Interns/CSD/FTE. This is applicable for skilling/ re-skilling programs from Stage 2 and beyond.
- g) There could be exceptions in the applicability of evaluation **components and** to deployment clause based on the demand & training outcomes, as per SL discretion and GenC program head approval.
- h) Any discrepancies or deviation observed in the defined process or procedure should be flagged to respective Learning point of contact immediately during the learning journey
- i) Any concerns raised after the failure to meet the expected performance health indicators will not be accounted as exception to consequence management process.

i. declaration form

Candidate Name: HEMADHARSHINI S

Candidate ID : 2318406

Location : Siruseri, Chennai

Date: 05/01/2024

Signature

A handwritten signature in blue ink, appearing to read 'Hemadharshini', written in a cursive style.