

## **INDIAN PLUMBING SKILLS COUNCIL**

### **REQUEST FOR PROPOSAL FOR EMPANELMENT AS AN ASSESSMENT AGENCY WITH INDIAN PLUMBING SKILLS COUNCIL**

**Date of Release of RFP:** 16<sup>th</sup> March, 2021  
**Last date of submission of RFP:** 3<sup>rd</sup> April, 2021

Indian Plumbing Skills Council is inviting proposals for empanelment as an Assessment Agency from interested Organizations, who meet eligibility criteria as laid down in Standard Operating Procedure (SOP) issued by NSDC the application must be submitted in the prescribed Form as enclosed.

The Applicants may please note the following Fee Structure for AA.

<b>S.No</b>	<b>Cost Head</b>	<b>Cost (Rs.)</b>
1	Application Fees: one time non-refundable (to be paid along with application )	10,000
2	First Time Affiliation Fee valid for 1 year (to be paid during Stage 3 of Affiliation Process)	50,000
3	Annual Affiliation Renewal Fee	25,000

You are requested to deposit the Application Fee of INR 10,000 /- in favor of “Indian Plumbing Skills Council” bank account at the time of submission of hard copy of the Application Form.

**The Bank Details of IPSC is as follows:**

Account Title	Indian Plumbing Skills Council
Bank Account No.	602920110000741
Account Type	Current Account
Mode of Electronic Transfer Available	
IFSC Code	BKID0006029
MICR Code	110013021
<b>Branch Address</b>	Okhla Industrial Estate, SME Branch, Administrative Block Complex 1, Phase – 1, New Delhi – 110020

After receipt of the duly filled, signed and stamped Application form and all the necessary Documents mentioned in it, the Evaluation of Assessment Agency for Affiliation with IPSC shall be conducted as per the SOP document issued by NSDC. Organizations scoring 60% (Out of 150 Marks) and above, will be considered for affiliation with Indian Plumbing Skills Council.

**Address:**

Indian Plumbing Skills Council  
DLF Prime Tower, Unit – 606 & 609, Tower –C,  
Okhla Industrial Area Phase-1  
New Delhi-110020

Tel: 011-41513680 , 41400556

Website: [www.ipssc.in](http://www.ipssc.in)

To: Manager Accreditation & Affiliation

Email : [neelam.barthwal@ipssc.in](mailto:neelam.barthwal@ipssc.in)

Contact No. 9555377055

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APPLICATION FORM FOR AFFILIATION AS AN ASSESSMENT AGENCY WITH INDIAN PLUMBING SKILLS COUNCIL						
S.No	Details	Details	Proof to be Submitted by AA		Proof Submitted (Yes/No)	Page No
A	Name of the Assessment Agency (AA)		Company Incorporation Certificate			
B	HQ Address		Address Proof of the Head Office (Rent Aggrement /Any Other Office Ownership Proof) in the name of AA.			
C	Person Authorized for filing the Application Form	Name of the Person		Company ID Proof		
		Designation in the company				
		Official E-Mail ID				
		Mobile No				
		Employee ID				
D	Is the Assessment Agency:	At present empaneled with IPSC	Y/N	SCGJ Affiliation Certificate		
		Was empaneled earlier	Y/N			
		New empanelment	Y/N	SCGJ Assessment Agency Application Form		
Information Required as per the <u>Evaluation Matrix</u>						
1	Over All Experience - Number of Years in Assessment	No of Years	Last 3 Years ITRs & Audited Balance sheets. Also provide the Proofs of Assessments Carried in the years mentioned in the Application Form (Assessment Completion Letters)			
2	Sectoral Experience - Assessments carried out with SCGJ or Related Sectors	No of Years	Proof of Assessments Carried out by the AA with SCGJ or Related Sectors (e.g electronics)(Assessment Completion Letters)			
3	Number of Candidates Assessed till date	Numbers	Proof of Assessments Carried out by the AA with SCGJ or other organisations / SSC's (Assessment Completion Letters)from organisation			
4	Assessment Methodology	Proof to be Attached	Assessment Methodology Writeup or Brochure to be attached with the Application Form			
5	Affiliation with Govt. Organisations or State Missions	Names	Valid Affiliation Proof to be attached. The Expired Affiliation Proof shall not be accepted.			
6	Geographic Presence of the AA	States	Valid Rent Aggrements / Ownership Proofs of other Offices in AA's name to be attached			
7	Affiliated with other SSC's	Names	Affiliation Certificates with other SSC's to be attached			

8	Mode of Assessments	Online	Online Platform DEMO to be given during the presentation and Snapshot of the Online Platform to be attached with the Application Form			
		Offline	NA			
		Pen & Paper	NA			
9	Monitoring Mechanism of Assessments	Real time Online Video-Audio Monitoring & Recording	Proof to be presented during the Presentation and Snapshot to be attached with the Application Form			
		Stand Alone Video Audio Records				
		Visit by Proctors				
10	No of Subject Matter Experts on Company's Payroll	Number	Appointment Letters, Salary Slips & Salary Credits of SME's required. Please ensure the SME's are IPSC sector specific or belong to related Sectors.			
11	No of Assessors of Company's Payroll	Number	Appointment Letters, Salary Slips & Salary Credits of Assessors required. Assessors can be SCGJ TOA Certified Assessors or can or belong to other Sectors also. List of Assessors to be attached seperately.			
12	Number of Full time Employees	Number	Appointment Letters, Salary Slips & Salary Credits of full time Employees required. List of Employees with designations to be attached seperately.			
13	Valid ISO Certification	Y/N	Copy of ISO Certificate to be attached with the Application Form			
Other Information required						
14	Is AA also a Training Provider (Y/N)		Declaration on Company Letterhead			
15	Is AA involved in Sub-Contracting or Franchising (Y/N)		Declaration on Company Letterhead			
16	Legal Existence of the AA	Private / Public Limited Company		Valid Legal Proof to be Provided		
		Registered Society/ Trust/ NGO				
		University / Private Institution				
		Proprietorship Firm (Individual's)				
		Partnership Firm				
		Limited Liability Partnership Firm				

		Multinational Company			
		Others (Please Specify)			
17	PAN Card of AA	PAN No to be mentioned		PAN Card to be Submitted	
18	Does AA have a structured mechanism for Governance	Y/N	Well-defined process for affiliation of SME's, Assessors, Employees required with application form		
19	Do you have the capability to develop question bank for On-line assessment?	Y/N	Please provide necessary proof		
20	Are you affiliated with DGET & State sponsored schemes?	Y/N	Please provide necessary proof		
21	Website of the AA	Y/N	Functional Link to be Provided		
22	Have you ever been subject to legal action in the case (s) of malpractices and unfair conduct?	Y/N	Declaration on Company Letterhead		
23	Have you ever been banned /suspended for the services offered by you?	Y/N	Declaration on Company Letterhead		
24	Total Number of Certified Assessors with IPSC	Mention the Number	Attach the TOA Certificates and Employment Proofs if any		
25	Form 1 of the SOP Document Filled	Y/N	Please fill the Duly Filled, Signed and Stamped Form 1. Kindly attach it with the IPSC Application Form.		
26	Form 2 of the SOP Document Filled	Y/N	Please fill the Duly Filled, Signed and Stamped Form 1. Kindly attach it with the IPSC Application Form.		
27	Form 3 of the SOP Document Filled	Y/N	Please fill the Duly Filled, Signed and Stamped Form 3. to be submitted along with Application Form		
28	Form 4 of the SOP Document Filled	Y/N	to be enclosed duly filled, stamped & signed		
29	Form 5 of the SOP Document Filled	Y/N	to be enclosed duly filled, stamped & signed		
30	Certification Page of the SOP Document Filled	Y/N	to be enclosed duly filled, stamped & signed		
31	Application Fee Deposited in IPSC Bank Account	Date	Transcation Details to be attached		











## **Assessment -Protocol**

### **Terms of Reference**

1. This protocol for Accreditation of Assessment Bodies is based on the following TORs :
  - a) Training Provider will NOT be an Assessment Agency to safeguard against “conflict of interest.” Any deviations to this will be at the discretion of IPSC Technical / Assessment Committee based on merit of each case.
  - b) No Assessment Agency will be allowed to establish monopoly in geographical stretch or disciplines. Exceptions to the rule will be cleared by IPSC Assessment Committee.
  - c) Assessment processes / procedures should be transparent, demonstrative and in line with international best practices to ensure credibility of the certificate. Assessment Bodies may be considered to manage and administer the assessment process on merit.
  - d) Seamless documentation and evidence collection.
  - e) Assessments through trained and certified assessors / assessors aligned to assess competencies as per the QP/ NOS.
2. Assessment will be based on the concept of Independent Assessors empanelled with assessment agencies, identified, selected, trained and certified on Assessment techniques. These assessors should be aligned to assess as per the laid down criteria. Assessment will be conducted by only ‘Certified Assessor’ and the allocation of the batches is based on the availability of certified assessor in that region.
3. Assessment Module should be in Local languages for easy understanding of the candidates.
4. Quality Assurance - Inspection and Surprise visit will be appreciated by Assessment Agencies to ensure the quality assessment and reduce the possibilities of malpractices.
5. The Assessment Agency (s) providing Assessment to a standard i.e. QP/NOS, should have the required competence and impartiality.
6. It is expected by AAs to be able to cater to all the states and not limit themselves to a particular region. Their capacity is checked by the following things:
  - a. Infrastructure and its organization,
  - b. Capability and capacity to develop Assessment Tools for various courses as per IPSC Qualification Packs.
  - c. Identification, selection and maintaining quality Assessors.
  - d. Quality Management System (QMS) and its operation.
  - e. Online platform to conduct the assessments.
7. IPSC reserves the right to have a pool of its own accredited and certified Assessors pan-India for deployment, when required.
8. Assessment Agencies will be considered for assessment assignments by IPSC based on their ability and availability to carry out assessments in the areas where the training has been conducted. IPSC reserves the right to allocate the batches for assessment, to the assessment agencies. Assessment Agencies will be engaged by IPSC at the rates that are prevailing at the

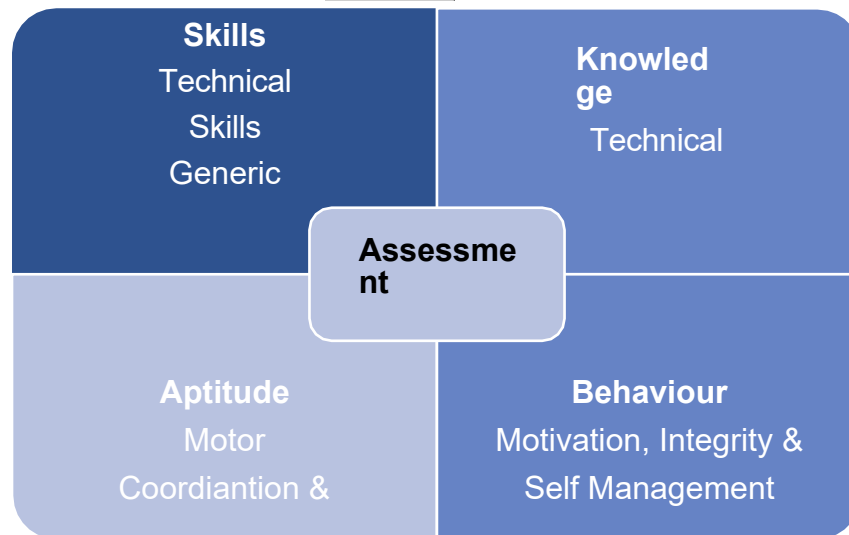


time of engagement or Service level agreement for any specific project. Other important aspects of terms of engagement shall be:-

- A) Assessment Agencies shall conduct assessment in States and programmes assigned by IPSC and will neither engage any franchises nor outsource the assessment on their behalf.
  - B) Assessment Agencies shall form a panel of assessors of high repute and integrity, state wise and forward their names, address, qualifications, experience, contact numbers and photographs to IPSC. These assessors should either be employed or on long term contract with the assessment agency. These assessors shall be accredited through orientation, assessment and certified by IPSC. The assessment of the Trainees can be carried out by these authorised assessors only.
  - C) Assessment Agency should conduct assessment only at the training centres of TP or designated testing centres authorised by IPSC.
- 9. Assessment batch size for the practical exams shall not be more 30 for each individual assessor and can be reviewed on case to case basis.
  - 10. Assessment Agency shall maintain full and complete record pertaining to candidates registered, tested, passed, along with centres, assessors, assessment fee etc., and shall preserve all the records for at least five years / as per applicability of any particular scheme at any point in time and make it available to IPSC at any time required. The process records will also be maintained.
  - 11. Assessment Agency will sign a non-disclosure agreement for ensuring that any information collected during the course of assessments will not be shared with a third party other than the concerned training provider and IPSC.
  - 12. Assessment Agency / Assessors will not disclose the results to the Training Provider and submit the results to IPSC as per agreed timelines.

## **Assessment Framework**

Each candidate will be assessed for knowledge, skills, Behavior and Aptitude. A broad structure will be as follows:



## **Assessment Methods**

The assessment agency will innovatively use the assessment methods to assess the potential candidate. Evidence against each will be captured and secured.

## **Alignment of Framework with Qualification Packs**

1. Each NOS in the Qualification Pack (QP) will be assigned a relative weightage for assessment based on the criticality of the NOS.
2. Each NOS in the respective QPs will be assigned weightage. Therein each Performance Criteria in the NOS will be assigned marks for theory and / or practical based on relative importance and criticality of function.
3. This will facilitate preparation of question bank / paper sets for each of the QPs. Each of these papers sets / question bank so created by the Assessment Agency will be validated by the industry subject matter experts through IPSC, especially with regard to the practical test and the defined tolerances, finish, accuracy etc.

## **Assessment Tools**

The following tools are proposed to be used for final assessment:

**Written Test:** This will comprise of (i) True / False Statements (ii) Multiple Choice Questions (iii) Matching Type Questions. Online system for this will be preferred.

**Practical Test:** This will comprise a test job to be prepared as per plumbing drawing by following appropriate working steps, using necessary tools, equipment and instruments. Through observation it will be possible to ascertain candidate's aptitude, safety consciousness, quality consciousness etc.

The end result will be measured against the pre-defined standards (like tolerance, finish, accuracy, time etc.) to gauge the level of his skill.



**Structured Interview (Viva):** This tool will be used to assess the conceptual understanding and the behavioral aspects as regards the job role and the specific task at hand.

### **Structure of the Assessments**

<b>Theory</b>	<b>30%</b>	70% will be the Pass Percentage also each NOSs to be evaluated by putting 50% cut off on all NOSs.
<b>Practical &amp; Viva</b>	<b>70%</b>	

### **Assessment Fee**

Training Providers will pay IPSC the prescribed fee for assessment and certification of their candidates, for which IPSC will raise necessary invoice. The Assessment Agencies will be paid by IPSC as per the agreement in place.

	Assessment Fees -IPSC	Assessment Fee-- Assessment Agency	Fee Normally paid to the assessor by AAs	Administrative/ Travel & Hotel Charges
Fresh Trainings- PMKVY & Other	Rs. 1200/-	Rs. 600/-	Rs. 2500- 3500/- Per Batch of 30/Less candidates + TA @500 Rs. Per day.	Rs.3000- 4000/- Per batch
RPL- PMKVY	Rs. 900/-	Rs. 600/-		
State Mission- As per MOU	Rs.1000/- or 1200/-	Rs. 600/-		

*\*The calculation is only for Level-2 & level-3 Job roles, for higher job roles the assessment fee will be increased.*

### **Appeals and Grievance Redressal**

If the Assessment Agency(s) is aggrieved by the accreditation process, they can appeal through a written representation to Grievance Redressal Committee. The representation will be put up to the committee members for considering the appeal and make recommendations to Chairman, IPSC. The decision of the Chairman will be final.

INDIAN PLUMBING SKILLS COUNCIL  
DLF Prime Tower, Unit-609  
Industrial Area Okhla Phase-I  
Delhi- 110020

**Criteria for the Empanelment of  
Assessment Agencies  
by  
Indian Plumbing Skills Council**



## 1. Objective of the Document

The objective of this document is to define a standard criterion to assess the Assessing Agency for accreditation, having the capabilities and experience to assess the trainees trained in outcome- oriented training in the job roles in line with QPs/ NOs and having potential to undertake assessment as per the structured procedures.

- Affiliation procedure for AAs would be transparent and demonstrative (with evidence).
- As a pre-qualifier, all AAs must possess capabilities to conduct on-line assessments.
- IPSC will empanel AAs through RFP process (as and when required)
- This process will apply to the potential AAs .
- Training Provider will not ordinarily be appointed as an Assessment Agency.
- No sub-contracting or franchising would be permissible for AAs.
- IPSC may carry out operations audit of the AA in every financial year. In case shortcomings are found during the audit, AA will be required to take corrective actions within 3 months, failure to which would lead to temporary or permanent de- affiliation of the AA.
- In the event of complaints / reports about poor performance / unfair practices, against an AA, IPSC reserves the rights to conduct a special audit. Cost of such an audit will be borne by the AA at actuals not exceeding Rs 20,000 per audit.

## 2. Fee Structure for AAs

S.No	Cost Head	Cost (Rs)
(a)	Application Fees: one time non-refundable (to be paid during Stage 1 of Affiliation Process)	10,000
(b)	First Time Affiliation Fee valid for 1 year (to be paid during Stage 3 of Affiliation Process)	50,000
(c)	Annual Affiliation Renewal Fee	25,000

## 3. Prerequisites for Selection of AAs

**Legal Existence:** AA should be a legal entity (company or society but not firms, proprietorship or individuals; limited liability partnerships (LLPs) may be allowed).

**Assessors Quality:**

AA should have a roll / panel of assessors for all sub-sectors. Details of assessors should also be provided with state-wise details (assessors' name, qualifications, experience and photograph along with the details of assessor affiliations with multiple SSCs).

**Assessment Process:**

AA should have an expertise to carry out online assessments with state-of-the-art technology deployment.

The AAs should have the ability to develop the assessment process and tools for different training courses with ability for continuous improvement.

AA should have the ability to maintain assessment process records and details pertaining to candidates enrolled, assessed, passed, assessors, etc, and shall preserve all the records for at least 5 years or till the validity of any scheme (whichever is later) at any point in time and make its online access to IPSC.

**Geographic Spread:**

The agency applying for Pan India or for Specific State operations must empanel assessors relevant to the concerned job role in all the relevant states.

Assigned assessors should be able to reach the assessment venue within 24 hours of travel time and have the ability to conduct assessment in regional languages.

**Organization Structure:**

AA should have a structured mechanism for Governance including a well-defined process for affiliation of assessors either on its payroll or on long-term contracts.

AA should have assessment coordination team on its payroll with required capacity and experience to mentor, supervise, plan the assessment strategy and to guide the team of assessors.

**Conflict of Interest**

It should declare its linkages with other stakeholders in skill ecosystem to ensure independence and to avoid any conflict of interest.

**Prerequisites for Selection of****Assessors Qualifications &****Experience:**

Assessor should possess relevant academic, occupational qualifications and work experience as defined in the QP.

Knowledge of assessment process and tools with ability to capture the assessment observations correctly on the prescribed electronic or paper forms

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Understanding of the Occupational Standards for the relevant QP is a must. Assessor must have the ability to plan each task and allocate necessary resources.

Good observation skills with ability to communicate in writing and orally in the local language in addition to English.

Ability to use technology viz, computers, tablets, spreadsheets, video communication tools.

**Certified Assessor:** Assessor must undergo necessary induction / orientation and certification under the TOA programme through IPSC.

Assessors in Multiple Sector: Assessors undertaking multiple sector assessments must meet the qualifications for the relevant job roles and would need to furnish a self-declaration duly acknowledged by the AA.

### 4. Affiliation Process for AAs – Stage 1

#### Application & Desktop Evaluation

Prospective AA will submit the application in prescribed formats along with the payable application fee.

IPSC will carry out Desktop Evaluation of the prospective AA. It may invite them for deliberation and clarity, if necessary.

IPSC reserves the right to select/reject the AA on merit. However, in case of rejection same will be communicated to the applicant in writing.

Decision of IPSC in this regard would be final and grievances should be addressed to the Affiliation Committee (team constituted by Board / Governing Council of IPSC).

### 5. Affiliation Process for AAs – Stage 2 Field Visit and Final Evaluation Stage

The IPSC team will visit the prospective AA, meet their key staff and carry out verification of records and processes. The IPSC team will contact at least two of the existing top 3 customers of the prospective AA and get their feedback in writing

Team will submit its Assessment Report for consideration to Affiliation Committee.

The valuation of the AAs would be carried out under the Evaluation Framework suggested by NSDC. Minimum 60% score would be mandatory for affiliation. Those scoring between 40 to 59% could be given an opportunity for further improvement of score within 3 months based on which affiliation or rejection would happen.

**Evaluation Matrix for AAs**

S No.	Parameter	Max Points	Criteria	Weightage Points		
1	Overall Experience	15	Number of Years in assessment	More than 10 Years	5 to 10 Years	Upto 5 Years
				15	10	7
2	Experience in sector	10	Number of Years in assessment	More than 5 Years	3 to 5 Years	Upto 3 Years
				10	8	6
3	Candidates Assessed	10	In last 3 years	More than 25,000	10,000 to 25,000	Upto 10,000
				10	7	5
4	Assessment – Methodology	10	Will be determined by evaluation committee	Subjective score based on rigour and innovation of approach and methodology		
5	Affiliation with Govt. Organization (GoI or State Skill Missions)	10	Affiliated with minimum 1 organization	More than 5 Organisations	3 to 5 Organisations	1-2 Organisation(s)
				10	7	5
6	Geographic Presence	10	Minimum presence in 3 States/UT	More than 10 States	4 to 10 States	3 States
				10	7	5
7	Affiliated with other SSC	5	Minimum affiliation with 3 SSCs	More than 5 SSCs	4 or 5 SSCs	3 SSCs
				5	3	2
8	Mode of Assessment- Tablets/Pen Paper	20	Assessment Modalities and Geo Tagging	Online Computer based	Offline Computer based	Pen-Paper mode
				20	12	5
9	Monitoring Mechanism of assessments	10	Continuous monitoring of the assessments	Real time Online Video-Audio Monitoring & 10	Standalone Video-Audio Records 5	Visits by Proctors 3
10	Number of Subject Matter Experts on company's payroll	20	Based on evaluation of CVs	More than 5 Expert	3 to 5 Experts	Upto 2 Experts

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				s		
				20	12	8
11	Number of Assessors on payroll	10	No. of Assessors	More than 25 Assessors	10 to 25 Assessors	Upto 9 Assessors
				10	7	5
12	Number of full time employees	10	No. of full time employees	More than 25 Employees	11 to 25 Employees	Upto 10 Employees
				10	7	3
13	Valid ISO Certification	10	Continuous Years in service with ISO Certification	More than 5 Years	3 to 5 Years	Upto 3 Years
				10	7	5
	<b>Grand Total</b>	<b>150</b>				

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Note: The above matrix would be evaluated by a committee nominated by the SSC GC and it would be authenticated & countersigned by the SSC CEO for record.

### Evaluation Scorecard for Assessing Agencies

Grade	Score	Action to be Taken for Prospective AA	Action to be Taken for Existing AA
A	60% to 100%	To affiliate	To continue in business for 1 year.
B	40% to 59%	To reject but could be given an opportunity for further improvement of score within 3 months to Grade 'A' based on which affiliation could happen	To be suspended with a 3 month notice to improve further to Grade 'A', else face termination with eligibility to apply in the next REP process for AA affiliation
C	Less than 40%	To reject with eligibility to apply in the next RFP process for AA affiliation after 1 year	To terminate from business for 1 year with eligibility to apply in the next REP process for AA affiliation (post completion of 1-year termination period)

## 6. Affiliation Process for AAs – Stage 3

### Affiliation & Orientation

All eligible AAs will be formally intimated by IPSC after receiving the prescribed Affiliation Fee.

The Affiliation will be valid for one year, after which the AA will apply for renewal based on fresh evaluation against Evaluation Matrix

### Due diligence - Forms and Documentation

Some of the essential forms for documentation of AAs are given at annexure.

The underlying responsibility of the assessment Agency would be to operationalize the process of onsite assessment of the trainees taking overall care of the process of evaluation. The evaluation will be focused on evaluating if the candidate knows how to perform the required tasks as part of his job role.

## Form 1 - Self-Declaration by the Assessment Agency

(To be filled by the Administrator of the AA in his own hand)

SN	Current Business Status	Commitment (delete not applicable)	If Yes, please furnish full details	Remarks
1	Are you a Training Partner in the Skill Eco System?	YES / NO		
2	Are you an Income Tax Payee?	YES / NO		
3	Are you a registered legal entity in India?	YES / NO		
4	Have you ever been rejected for affiliation by any SSC?	YES / NO		
5	Do you have any linkages with any other organization in the assessment domain?	YES / NO		
6	Have you ever been engaged assessment operations in past or present with a different entity?	YES / NO		
7	Do you have necessary financial resources for the operation of skills assessment including associated liabilities?	YES / NO		Please attach last 3 years balance sheet.
8	Do you have a Web Site of your own?	YES / NO		
9	Do you have Assessors affiliated to your AA?	YES / NO	On payroll or  On Long Term Contract	Please give total numbers
10	How many of your Assessors are undertaking multiple sector assessments?	YES / NO	On payroll or  On Long Term Contract Term	Please give total numbers
11	If granted affiliation, do you have the capability to undertake On-line assessment with immediate effect?	YES / NO		If yes, please give the details of the availability of software and hardware to undertake the assignment.
12	Do you have the capability to develop question bank for On-line assessments?  assessment?	YES / NO		If yes, please give the details of available subject experts with the agency.
13	Are you affiliated with DGET & State sponsored schemes?	YES / NO		

#### Indian Plumbing Skills

14	Are you affiliated with any other SSCs/ other recognized Agencies having capacity to carry out assessments for the job roles applicable to the SSC?	YES / NO		
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## Indian Plumbing Skills

15	Have you ever been subject to legal action in the case(s) of malpractices and unfair conduct?	YES / NO		
16	Have you ever been banned /suspended for the services offered by you?	YES / NO		

I, (name)

S/o r/o

, Mobile No

, do hereby declare that I have furnished the above details to the best of my ability and knowledge and I fully understand that any incorrect information will render my agency disqualified for affiliation. If granted affiliation, I do also agree to meet the other operational conditions as laid down by the SSC for the conduct of assessment.

Date:

Place

(Authorized)

Certificate from the Chartered Accountant/Audit Firm regarding Annual Turnover from assessment programs in India of the applicant in the immediately preceding 3 financial years.

Financial Year Ending 31 <sup>st</sup> March	Turnover From Assessment activities (Rs. Lakh)
2017-2018	
2018-2019	
2019-2020	

Name of the audit firm/Chartered Accountant:

Seal of the audit firm:

(Signature, name and designation and registration Number of the Chartered accountant/ audit firm)

Date:

Note: Please provide certified copies of audited financial statements of the firm for the immediately preceding two financial years. In the event the Financial Statements for the last year unaudited, provisional financial statements duly certified by Chartered Accountant/audit firm may be submitted.



**Form: 4 Details of candidates Assessed**

Details of the assessments completed in last 3 years by the Applicant. The Applicant should have assessed minimum 10,000 candidates in total. Information to be furnished in modules pertaining to vocational skills courses/ modules notified by NCVT/SCVT/Sector Skills Council or recognized by any state or central government

S. No	Project	FY	Location of Project (State)	Project Details	Details of Supporting Proof Provided with Page number

For and on behalf of: (Company Seal)

Signature: Name: Designation:

(Authorized Representative and Signatory)

## Indian Plumbing Skills

**Form: 5 List of States for empanelment**

This form shall contain the information of states where the applicant is applying for getting empanelled. The previous operations in the states shall be present here with sufficient proof.

S.No	State Name	Number of assessors based on in this state and are engaged by the Applicant	Number of centres/ office/ operations in the state

For and on behalf of: (Company Seal)

Signature: Name: Designation:

(Authorized Representative and Signatory)

## **CERTIFICATION**

I, the undersigned, certify that to the best of my knowledge and belief, the details provided in the form have correctly described me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to the cancellation of my qualification as a certified assessor, if engaged.

Signature of Assessor:

Date:

References: 1.

2.

## **SOP: Criteria for the Empanelment of Assessment Agencies by SSCs**

### **Objective**

The objective of this SOP is to define a standard criterion to assess the Assessing Agency for accreditation, having the capabilities and experience to assess the trainees trained in outcome-oriented training in the job roles in line with QPs/ NOs and having potential to undertake assessment as per the structured procedures.

### **1. Essential Requirements**

#### **I. Essential Requirements**

- a) Affiliation procedure for AAs must be transparent, demonstrative (with evidence) and in line with international best practices
- b) As a pre-qualifier, all AAs must possess capabilities to **conduct on-line assessment**
- c) SSCs will empanel AAs through **open annual RFP process** (bi-annual, if need be)
- d) This process will apply to the potential as well as all existing AAs

#### **II. Conflict of Interest**

- a) **Training Provider** cannot ordinarily be appointed as an Assessment Agency
- b) Not allow **monopoly or cartelization** in assessment
- c) **No sub-contracting** or franchising would be permissible for AAs

#### **III. Minimum Number of AAs and Cap on Target Allocation**

- a) Minimum number of affiliated AAs with each SSC must **not fall under 05 at any given time.**
- b) Target Allocation under government-funded schemes to a single AA must **not exceed more than 25% of total assessments** undertaken through that SSC in any FY.

#### **IV. Periodic Audit**

- a) It is mandatory for all SSCs to **carry out minimum one operations audit of the AA in every financial year.** Cost of conduct of audit will be borne by the respective SSCs.
- b) In case **shortcomings are found during the audit**, AA will be intimated to take corrective actions within 3 months, failure to which would lead to temporary or permanent de-affiliation of the AA.
- c) In the event of **complaints** / reports about **poor performance** / **unfair practices** against an AA, the respective SSC reserves the rights to conduct a **special audit.** Cost of such an audit will be borne by the AA at actuals not exceeding Rs 20,000 per audit.

## V. Fee Structure for AAs

Revised fee structure is as below (to be reviewed by NSDC every 2 years)

SN	Cost Head	Cost (Rs)
(a)	Application Fees: one time non-refundable (to be paid during Stage 1 of Affiliation Process)	10,000
(b)	First Time Affiliation Fee valid for 1 year (to be paid during Stage 3 of Affiliation Process)	50,000
(c)	Annual Affiliation Renewal Fee	25,000

## 2. Prerequisites for Selection of AAs

**I. Legal Existence:** AA should be a legal entity (company or society but not firms, proprietorship or individuals; limited liability partnerships (LLPs) can be allowed)

### II. Assessors Quality:

- AA should have a roll / panel of assessors for all sectors
- Details of assessors should also be available on its website with state-wise details (assessors' name, qualifications, experience and photograph along with the details of assessor affiliations with multiple SSCs)

### III. Assessment Process:

- AA should have an expertise to carry out **online assessments** with state-of-the-art **technology deployment**
- The AAs should have the ability to develop the **assessment process and tools** for different training courses with **ability for continuous improvement**.
- AA should have the ability to **maintain assessment process records** and **details pertaining to candidates registered, tested, passed, centres, assessors**, etc, and shall preserve all the records for at **least 5 years or till the validity of any scheme** (whichever is later) at any point in time and make its online access to SSCs

### IV. Geographic Spread:

- The agency applying for **Pan India or for Specific State** operations must empanel assessors relevant to the concerned job role in all the relevant states.
- Assigned assessors should be able to reach the assessment venue within **24 hours of travel time** and have **the ability to conduct assessment in regional languages**.

### V. Organization Structure:

- AA should have a **structured mechanism for Governance** including a well-defined process for affiliation of assessors either on its payroll or on long-term contracts.

- b) AA should have assessment coordination team on its payroll with required capacity and experience to mentor, supervise, plan the assessment strategy and to guide the team of assessors.

**VI. Conflict of Interest:** It should declare its **linkages with other stakeholders in skill ecosystem** to ensure independence and to avoid any conflict of interest.

### **3. Prerequisites for Selection of Assessors**

#### **I. Qualifications & Experience:**

- a) Assessor should possess **relevant academic, occupational qualifications and work experience** as defined in the QP.
- b) **Knowledge of assessment process** and tools with ability to **capture the assessment observations** correctly on the prescribed electronic or paper forms.
- c) **Understanding of the Occupational Standards** for the relevant QP is a must. Assessor must have the ability to **plan each task** and **allocate necessary resources**.
- d) Understanding of competencies required in the job **role for which assessment is being done with a high level of** integrity, reliability and fairness.
- e) Good **observation skills** with ability to **communicate** in writing and orally in the local language in addition to English.
- f) **Ability to use technology** viz, computers, tablets, spreadsheets, video communication tools.

**II. Certified Assessor:** Assessor must undergo necessary induction / orientation and certification under the TOA programme through respective SSCs.

**III. Assessors in Multiple Sector:** Assessors undertaking multiple sector assessments must meet the qualifications for the relevant job roles and would need to furnish a self-declaration duly acknowledged by the AA.

### **4. Affiliation Process for AAs – Stage 1**

#### **I. Application & Desktop Evaluation**

- a) Prospective AA will submit the application in prescribed formats along with the payable application fee.
- b) SSC will carry out Desktop Evaluation of the prospective AA. It may invite them for deliberation and clarity, if necessary.
- c) SSC reserves the right to select/reject the AA on merit. However, in case of rejection same must be communicated to the applicant in writing.
- d) Decision of SSC in this regard would be final and grievances should be addressed to the Affiliation Committee (team constituted by Board / Governing Council of SSC

## **Affiliation Process for AAs – Stage 2**

### **II. Field Visit and Final Evaluation Stage**

- a) The SSC team will visit the prospective AA, meet their key staff and carry out verification of records and processes. The SSC team must visit at least two of the existing top 3 customers of the prospective AA and get their feedback in writing.
- b) The composition of the team will be two members from SSC and one Board / GC member or industry expert.
- c) Team will submit its Assessment Report for consideration to Affiliation Committee.
- d) The valuation of the AAs would be carried out under the Evaluation Framework suggested by NSDC.
- e) Minimum 60% score would be mandatory for affiliation. Those scoring between 40 to 59% could be given an opportunity for further improvement of score within 3 months based on which affiliation or rejection would happen.

### **III. Evaluation Matrix for AAs**

S No.	Parameter	Max Points	Criteria	Weightage Points		
I	Overall Experience	15	Number of Years in assessment	More than 10 Years	5 to 10 Years	Upto 5 Years
				15	10	7
li	Experience in sector	10	Number of Years in assessment	More than 5 Years	3 to 5 Years	Upto 3 Years
				10	08	06
lii	Candidates Assessed	10	In last 3 years	More than 25,000	10,000 to 25,000	Upto 10,000
				10	7	5
lv	Assessment Methodology	10	Will be determined by evaluation committee	Subjective score based on rigour and innovation of approach and methodology		
V	Affiliation with Govt. Organization (GoI or State Skill Missions)	10	Affiliated with minimum 1 organization	More than 5 Organisations	3 to 5 Organisations	1-2 Organisation(s)
				10	7	5

S No.	Parameter	Max Points	Criteria	Weightage Points		
Vi	Geographic Presence	10	Minimum presence in 3 States/UT	More than 10 States	4 to 10 States	3 States
				10	7	5
Vii	Affiliated with other SSC	05	Minimum affiliation with 3 SSCs	More than 5 SSCs	4 or 5 SSCs	3 SSCs
				5	3	2
Viii	Mode of assessment – Tablets/Pen and Paper	20	Assessment Modalities and Geo tagging	Online Computer based	Offline Computer based	Pen-Paper mode
				20	12	5
Ix	Monitoring Mechanism of assessments	10	Continuous Monitoring of the Assessment	Real time Online Video-Audio Monitoring & Recording	Standalone Video-Audio Records	Visits by Proctors
				10	5	3
X	Number of Subject Matter Experts on company's payroll	20	Based on evaluation of CVs	More than 5 Experts	3 to 5 Experts	Upto 2 Experts
				20	12	8
Xi	Number of Assessors on payroll	10	No. of Assessors	More than 25 Assessors	10 to 25 Assessors	Upto 9 Assessors
				10	7	5
Xii	Number of full time employee	10	No. of full time employee	More than 25 Employees	11 to 25 Employees	Upto 10 Employees
				10	7	3
Xiii	Valid ISO Certification	10	Continuous Years in service with ISO Certification	More than 5 Years	3 to 5 Years	Upto 3 Years
				10	7	5
	<b>Grand Total</b>	<b>150</b>				

**Note: The above matrix would be evaluated by a committee nominated by the SSC GC and it would be authenticated & countersigned by the SSC CEO for record.**



#### IV. Evaluation Scorecard for Assessing Agencies

Grade	Score	Action to be Taken for Prospective AA	Action to be Taken for Existing AA
A	60% to 100%	To affiliate	To continue in business for 1 year.
B	40% to 59%	To reject but could be given an opportunity for further improvement of score within 3 months to Grade 'A' based on which affiliation could happen	To be suspended with a 3 month notice to improve further to Grade 'A', else face termination with eligibility to apply in the next RFP process for AA affiliation
C	Less than 40%	To reject with eligibility to apply in the next RFP process for AA affiliation after 1 year	To terminate from business for 1 year with eligibility to apply in the next RFP process for AA affiliation (post completion of 1-year termination period)

#### **Affiliation Process for AAs – Stage 3**

##### **I. Affiliation & Orientation**

- a) All eligible AAs will be formally intimated by SSC after receiving the prescribed Affiliation Fee.
- b) The Affiliation will be valid for one year, after which the AA will apply for renewal based on fresh evaluation against Evaluation Matrix

##### **7. Due diligence - Forms and Documentation**

Some of the essential forms for documentation of AAs are given at annexure. SSCs are free to develop additional forms if required.

##### **8. Validation of existing AAs affiliated to SSCs**

In compliance to the criteria specified in para 4 (III) above, all SSCs will re-validate currently affiliated AAs by 30 Oct 2018 and take action under the para 4 (IV) above.

##### **8. Conclusion**

The underlying responsibility of the assessment Agency would be to operationalise the process of onsite assessment of the trainees taking overall care of the process of evaluation. The evaluation will be focused on evaluating if the candidate knows how to perform the required tasks as part of his job role. This SOP does not restrict the SSC from adopting additional methodology to strengthen the over all assessment process within the laid down parameters. In addition, the SSCs would be free to evolve the required parameters for capturing the domain knowledge among the assessors.

## Annexure

### **Form 1 - Self-Declaration by the Assessment Agency**

(To be filled by the Administrator of the AA in his own hand)

SN	Current Business Status	Commitment (delete not applicable)	If Yes, please furnish full details	Remarks
1	Are you a Training Partner in the Skill Eco System?	YES / NO		
2	Are you an Income Tax Payee?	YES / NO		
3	Are you a registered legal entity in India?	YES / NO		
4	Have you ever been rejected for affiliation by any SSC?	YES / NO		
5	Do you have any linkages with any other organisation in the assessment domain?	YES / NO		
6	Have you ever been engaged in assessment operations in past or present with a different entity?	YES / NO		
7	Do you have necessary financial resources for the operation of skills assessment including associated liabilities?	YES / NO		Please attach last 3 years balance sheet.
8	Do you have a Web Site of your own?	YES / NO		
9	Do you have Assessors affiliated to your AA?	YES / NO	On payroll _____ On Long Term Contract _____	Please give total numbers
10	How many of your Assessors are undertaking multiple sector assessments?	YES / NO	On payroll _____ On Long Term Contract _____	Please give total numbers
11	If granted affiliation, do you have the capability to undertake On-line assessment with immediate effect?	YES / NO		If yes, please give the details of the availability of software and hardware to undertake the assignment.
12	Do you have the capability to develop question bank for On-line assessment?	YES / NO		If yes, please give the details of available subject experts with the agency.
13	Are you affiliated with DGET & State sponsored schemes?	YES / NO		

14	Are you affiliated with any other SSCs/ other recognized Agencies having capacity to carry out assessments for the job roles applicable to the SSC?	YES / NO		
15	Have you ever been subject to legal action in the case (s) of malpractices and unfair conduct?	YES / NO		
16	Have you ever been banned /suspended for the services offered by you?	YES / NO		

I, \_\_\_\_\_(name),

S/o \_\_\_\_\_ r/o \_\_\_\_\_

\_\_\_\_\_, Mobile

**No \_\_\_\_\_, do hereby declare that I have furnished the above details to the best of my ability and knowledge and I fully understand that any incorrect information will render my agency disqualified for affiliation. If granted affiliation, I do also agree to meet the other operational conditions as laid down by the SSC for the conduct of assessment.**

Date:

Place

(Authorised Signatory)

**Form: 2 Number of years of existence**

<b>Legal Constitution of Applicant</b> <b>(Registered Public Limited/ Private Limited Company/ Registered Society/ Trust/ Association/ Trade Body/ Registered Educational Institution/ University/ Partnership Firm)</b>	
Type of the Bidding Entity	
Name of Registering Authority	
Registration Number	
Date of Registration	
Place of Registration	

For and on behalf of:

(Company Seal)

Signature:

Name:

Designation:

Note:

1. Please provide copy of the registration certificate from the appropriate Registering Authority.
2. Please provide details of first assessment conducted to ascertain the number of years of experience in specific sectors.

**Form: 3 Financial Standing – Annual Turnover**

Certificate from the Chartered Accountant/Audit Firm regarding Annual Turnover from assessment programs in India of the applicant in the immediately preceding 3 financial years.

Financial Year ending	Turnover From Assessment activities (Rs. Lakh)
31st March	
2015-16	
2016-17	
2017-18	

Name of the audit firm/Chartered Accountant:

Seal of the audit firm:

(Signature, name and designation and registration Number of the Chartered accountant/ audit firm)

Date:

Note: Please provide certified copies of audited financial statements of the firm for the immediately preceding two financial years. In the event the Financial Statements for the year 2014-15 are unaudited, provisional financial statements duly certified by Chartered Accountant/audit firm may be submitted.

**Form: 4 Details of candidates Assessed**

Details of the assessments completed in last 3 years by the Applicant. The Applicant should have assessed minimum 10,000 candidates in total and at least 1000 in the SSC specific Sector for which affiliation is sought. Information to be furnished in modules pertaining to vocational skills courses/ modules notified by NCVT/SCVT/Sector Skills Council or recognized by any state or central government

<b>S. No</b>	<b>Project</b>	<b>FY</b>	<b>Location of Project (State)</b>	<b>Project Details</b>	<b>Details of Supporting Proof Provided with Page number</b>

For and on behalf of:

(Company Seal)

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

**Form: 5 List of States for empanelment**

This form shall contain the information of states where the applicant is applying for getting empanelled. The previous operations in the states shall be present here with sufficient proof.

<b>S.No</b>	<b>State Name</b>	<b>Number of assessors based on in this state and are engaged by the Applicant</b>	<b>Number of centres/ office/ operations in the state</b>

For and on behalf of:

(Company Seal)

Signature: Name:

Designation:

(Authorised Representative and Signatory)

### **CERTIFICATION**

I, the undersigned, certify that to the best of my knowledge and belief, the details provided in the form have correctly described me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to the cancellation of my qualification as a certified assessor, if engaged.

Signature of Assessor:

Date:

References: 1.

2.