



## **STANDING OPERATING PROCEDURE**

### **Affiliation and Accreditation for Empanelment and Renewal of Assessment Agencies (AA)**

1. 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. An Assessment Body is an integral entity in a Skill Eco System. A number of Assessment Bodies are affiliated with IIS SSC. These agencies are affiliated to IIS SSC meeting the affiliation/accreditation parameters of IIS SSC. To ensure quality Assessment & process adherence by these AAs, an appraisal mechanism is required to be in place to check their regular performance, continuous procedural & infrastructural compliances.
2. These parameters together are advised to conduct an appraisal procedure. There will be a desk appraisal method followed by an office physical verification/ accreditation for initial affiliations/renewal for further continuation after expiry of affiliation with IIS SSC. Regular touch points related to the operational performance are to be created for regular analysis in the future.
3. Based on these appraisals & evaluations, affiliation, re-affiliation or renewals of Assessment agencies will be done.
4. **Infrastructure/Administrative Requirements**
  - (a) AA should be a legal entity (Company or society but not firms, proprietorship or individuals; limited liability partnership (LLPs) can be allowed.
  - (b) Availability of Standard Operating Procedure on all aspects of Assessment of the Assessment Agency, in terms of following:
    - i. Assessments
    - ii. Monitoring of assessment
    - iii. Capturing of evidences
    - iv. Result uploading
    - v. Preservation of records
  - (c) Office Premises of minimum 500 Square Feet area and Infrastructure to support it.
  - (d) Assessment Agency preferably should have Iron & Steel Job Role assessment background/experience.
  - (e) Assessment Agency should preferably be ISO certified.
  - (f) Three year minimum experience in the field of assessment and should have financial turnover more than Rupees 50 Lakhs per annum. Balance Sheet duly audited for last three years along with the certificate from CA to be made available to IIS SSC before affiliation.
  - (g) Following documents will be submitted by AA before affiliation
    - i. ITRC of last three years
    - ii. Article of Association under Company Act 1956, if society then Society By laws

iii. PAN and TAN in the name of Organisation

- (h) The Assessment agency should have Website including Twitter and Facebook facilities.
- (i) The Assessment agency should have Land Line Connection and Electricity connection in the name of Organisation.
- (j) The Assessment agency should have 06 IIS SSC certified assessors in three different occupations. Preferably three assessors out of six should be on payroll and remaining on long-term contracts.
- (k) The Assessment agency should have PAN India presence of assessors.
- (l) 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 affiliation).
- (m) The Assessment agency should have technical infrastructure, to support the assessment process including Computer/Laptop/Internet connection.

5. **Technical Parameters**

- (a) Availability of Assessment Methodology with AA.
- (b) Capability of conducting online assessments and should have an expertise to carry out online assessments with state-of-the-art technology deployment.
- (c) All assessments (PMKVY 2.0 STT, PMKVY RPL, PMKVY RPL 4.0, PMKVY SPECIAL PROJECT & PMKVY 2.0 CSSM) should be done through "Assessor App". Therefore, AAs should have proper platform to conduct the assessments through "Assessor App".
- (d) Availability of Job Role wise Questions Bank in all three verticals i.e. Theory, Practical and Vive in different languages (Minimum in two languages i.e. English and Hindi and where regional languages are involved, English and Regional Language).
- (e) Availability of minimum five different sets of Questions Papers in respective Job Roles in Theory, Practical and Vive in different languages (Minimum in two languages i.e. English and Hindi and where regional languages are involved, English and Regional Language).
- (f) Availability of organisational structure in terms of Director/CEO, Operations, Quality (QA/QC), Research & Development, administration, and execution team in respective verticals to ensure the following:
  - i. Operations Team to coordinate and execute the assessments conducted.
  - ii. AA must 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 five years at any point of time and make its online access to IISSSC.
- iii. AA must have the ability to develop the assessment process and tools for different training course with ability for continuous improvement.
  - iv. Technical Support Team for overseeing all Technical aspects.
  - v. Administrative Team for administrative support.

## 6. Procedural Parameters

- (a) Empanelment of AAs will be through open annual Request for Proposals (RFP).
- (b) No association of any TPs with the organisation who is being considered for Empanelment as an AAs.
- (c) No sub-letting of assessments or franchise is permissible,
- (d) AA should declare its linkages with other stakeholders in skill ecosystem to ensure Independence and to avoid any conflict of interest.
- (e) Hand holding of all new assessors will be mandatory before assigning any batch for Assessment.
- (f) Assessor to ensure availability of Infrastructure/ Tools & Equipment's, material, IISSSC certified Trainer at Training Centre for assessment.
- (g) Reporting of arrival of the assessor at TC/ Site, to IISSSC.
- (h) Briefing of candidates before starting of the assessment and identification with original Aadhaar Card.
- (i) Assessment will be conducted through IISSSC certified assessor only in the same Job Role. No cross assessment is permissible.
- (j) The assessor should reach the venue of assessment before 09:30 hours on the day of Assessment. The Assessor will inform to IISSSC Assessment team immediately after reaching to venue to conduct the assessments.
- (k) Assessor must ensure that the assessment has been conducted in all three verticals i.e. Theory, Practical, and Viva within the stipulated time frame i.e. eight hours by the IISSSC certified assessors only.
- (l) Question Papers must be NOS wise, defining marks against every question.
- (m) Assessor to capture sufficient evidences, for theory, practical and viva including the group photograph.
- (n) Assessor must report to IISSSC before leaving the TC/Site on completion of assessment.

- (o) Assessment Agencies must ensure of handling over of all evidences/documents related to assessments conducted so far within the required line as per the audit requirement.
- (p) Assessor should possess relevant academic, occupational qualifications and work experience as defined by IIS SSC.
- (q) Assessor should have knowledge of assessment process and tools with ability to capture the assessment observations correctly on the prescribed electronic or paper forms.
- (r) Assessor should have understanding of Occupational Standards for the relevant QP. Assessor must have an ability to plan each task and allocate necessary resources.
- (s) Assessor should have understanding of competencies required in the job role for which assessment is being done with as high level of integrity, reliability and fairness.
- (t) Assessor should have good observation skills with ability to communicate in writing and orally in the local languages in addition to English.
- (u) Assessor must have ability to use technology vis, computers, tables, spreadsheets, video communication tools.
- (v) Target allocation under Government Funded Schemes to a single AA will not exceed more than 25% of total assessments undertaken in any FY.

**7. Affiliation Process for AAs- Stage 1.      Application & Desktop Evaluation**

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

**8. Affiliation Process for AAs- Stage 2.      Field Visit and Final Evaluation Stage:**

- (a) IIS SSC team will visit the prospective AA, meet their key staff and carry out verification of records and processes. IIS 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 team will be of two members from IIS SSC (one from Assessment Team, another from Accounts Team/Administrative Team)
- (c) Team will submit its Assessment Report for consideration of Affiliation Committee.

- (d) The evaluation of the AA would be carried out under the Evaluation Framework suggested by NSDC.
- (e) Minimum 60% score would be mandatory for affiliation.
- (f) Scoring between 40 to 59% will be given an opportunity for further improvement of score within 3 months based on which affiliation or rejection would happen.

9. **Evaluation Scorecard for Assessing Agencies:**

Grade	Score	Action to be taken for prospective AA	Action to be taken for existing AA
(i)	60% to 100%	To affiliated for one year	To continue in business for 1 year.
(ii)	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 suspected 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.
(iii)	Less than 40%	To reject with eligibility to apply in the next RFP process for AA affiliation after one year	To terminate from business for one year with eligibility to apply in the next RFP process for AA affiliation (post completion of one year termination period).

10. **Affiliation Process for AAs- Stage 3**      **Affiliation & Orientation.**

- (a) All eligible AAs will be formally intimated by IISSSC after receiving the prescribed Affiliation Fee and necessary documentations.
  - (b) The Affiliation will be valid for one year, after which the AA will apply for renewal based on fresh evaluation against Evaluation Matrix.
  - (c) MoU between IISSSC and AAs (notarised).
11. With effect from 1 Oct 2018, the Fee Structure(By NSDC) for empanelment of AAs will be as under.

The same shall be revised every after a period of two years:

Serial 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 one year (to be paid during Stage 3 of Affiliation Process)	50,000/-
(c)	Annual Affiliation Renewal Fee	25,000/-

## 12. 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	Up to 5 Years
				15	10	7
ii	Experience in sector	10	Number of Years in assessment	More than 5 Years	3 to 5 years	Up to 3 years
				10	08	06
iii	Candidates Assessed	10	In last 3 years	More than 25000	10000 to 25000	Up to 10000
				10	7	5
iv	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 (Gol 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
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 to 5 SSCs	3 SSCs
				5	3	2
viii	Mode of assessment	20	Assessment Modalities	Online Computer based	Offline Computer based	Pen -Paper mode

	Tablets/Pen and Paper		and Geo tagging	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	Up to 2 Experts
				20	12	8
xi	Number of Assessors on payroll	10	No. Of Assessors	More than 25 Assessors	10 to 25 Assessors	Up to 9 Assessors
				10	7	5
xii	Number of full time employee	10	Number of full time employee	More than 25 Employees	11 to 25 Employees	Up to 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	Up to 3 Years
				10	7	5
	<b>Grand Total</b>	<b>150</b>				

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

**13. Periodic Audit**

- (a) Minimum one operations audit of the AAs is mandatory to be conducted in every Financial year.
- (b) In case shortcoming are found during the Audit , AA will be intimated to take corrective actions within 3 Months, failure to which 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 IIS 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.

**14. Due diligence-Forms and Documentation.** Some of the essential forms for Documentation for AAs are given at Annexure.

**15. Grievances Redressal.** Any grievances will be addressed by committee headed by Manager Quality (IIS SSC).

16. **Conclusion.** Existing AAs and new applicants will be evaluated as per SOP.AAs found fit will be affiliated.

**Abbreviations used**

AA – Assessment Agency

CEO – Chief Executive Officer

GC – Governing Council



**Annexure**

**Form 1 – Self-Declaration by the Assessment Agency  
(To be filled up by the Administrator of the AA in his own hand)**

<b>S. No.</b>	<b>Current Business Status</b>	<b>Commitment (delete not applicable)</b>	<b>If Yes, please furnish full details</b>	<b>Remarks</b>
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 carryout 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 / suspected 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 in 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 (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	

(Company Seal)

For and of behalf of:

Signature:

Name:

Designation:

- 1. Please provide copy of 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 if the applicant in the immediately preceding 3 financial years.

<b>Financial Year ending 31<sup>st</sup> March</b>	<b>Turnover From assessment activities (Rs. in Lakh)</b>
2016-17	
2017-18	
2018-19	

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 current financial year 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 10000 candidates in total and at least 1000 in the Iron & Steel /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>

(Company Seal)

For and on behalf of:

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

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

This form shall contain the information of states where the applicants 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>

(Company Seal)

For and on behalf of:

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

**CERTIFICATION**

I, the undersigned, certify that to the best of my knowledge and belief, the details provide in the form have correctly described by 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 Assessor:

References: 1.

Date: