Guidelines for Assessment of Optional Trades

under Apprenticeship Training Program

Contents

Definitions

Apprenticeship Training: means a course of training in any industry or establishment undergone in pursuance of a contract of apprenticeship

Apprentice: means a person who is undergoing apprenticeship training

Establishment: includes any place where any industry is carried on [and where any establishment consists of different departments or have branches, whether situated in the same place or at different places, all such departments or branches shall be treated as part of the establishments]

Optional Trade (OT): means any trade or occupation or any subject field in engineering or non-engineering or technology or any vocational course as may be determined by the employer for the purposes of this Act and not covered under Designated Trades

National Apprenticeship Promotion Scheme (NAPS): is a scheme launched by the Government of India, on 19th August 2016, to promote the apprenticeship program in India

Apprenticeship Advisors (AA) means the Central Apprenticeship Advisor and State Apprenticeship Advisors (SAA) appointed under Section 26 (1) & (2) of The Apprentices Act, 1961

Additional/ Joint/ Assistant Apprenticeship Advisors (Addl. AA/ JAA/ AAA): means persons appointed as such under section 27 of the Apprentices Act, 1961

The National Skill Development Corporation (NSDC): is an Indian not-for-profit company set up to address the need for providing skilled manpower across various industry sectors, acting as catalysts for the implementation of apprenticeship training. NSDC anchors the apprenticeship program for Optional Trades

Sector Skill Council (SSC): is an employer-led organization that covers a specific industry-there are 36 such SSCs as on date, the list is on NSDC website at https://www.nsdcindia.org/sector-skillcouncils-1

Basic Training Provider(BTP): is an entity who has necessary facilities for a trade and is providing basic training to fresher apprentices, who otherwise do not have any formal education and/or training in related trades, engaged by an establishment.

National Skill Qualification Framework (NSQF) was notified in the Gazette of India on 27 December 2013. The NSQF organizes qualifications according to a series of level descriptors covering knowledge, skills and aptitude. Each level of NSQF is described by a statement of learning outcomes in five domains, which are known as level descriptors. These five domains are:

a. Process

b. Professional knowledge

c. Professional skill

d. Core skill

e. Responsibility

On the Job Training (OJT): means training in industry that is given to an apprentice while he or she is engaged in productive work and that provides knowledge and skills essential to the full and adequate performance on the job

Portal: refers to a website of the Central Government for exchange of information on apprenticeship i.e., www.apprenticeshipindia.org for Optional Trades which is housed at NSDC

1. Background

A very important quality criterion for apprenticeship is the performance and employability of apprentices after the training. A final assessment should test whether the learner has the full range of professional skills required in the target occupation. Occupational competence establishes the foundation for lifelong learning that allows the individual to adapt to ever-changing labor market requirements. In this context, the final assessment should give both the learner and the trainer the certainty that the learning objectives and thus employability have been achieved.

It will be important to design and set up a quality apprenticeship assessment which is recognized and trusted by employers as well as society; and this implies that employers should take a central role in the examination and certification process, and assessment tasks should reflect real working situations, thereby the apprentice can prove their occupational competence for the job. These assessments may either be embedded in the ordinary work of the employer or be designed as a fixed practical exam at a neutral venue. All apprentices would have to undertake the same task, designed to resemble real work conditions but set up artificially. The final exam should be valid, reliable, fair, but also affordable.

Quality apprenticeship programs must meet the skills needs of the economy, which might best be carried out by representatives from the world of work i.e the Sector Skill Councils (SSCs). The industry associations can also be very helpful in identifying the skills needs of an entire industry sector, while recognizing that an assessment of skills needs must abstract from the niche requirements of individual employers. If the representatives from the employers i.e the Sector Skill Councils become members of the assessment committee, they will take on ownership and become an active part of the whole quality apprenticeship training process; the apprenticeship qualification will then automatically be fully respected by employers. Employers will also, in their own interests, seek to continuously improve the quality of the training delivered.

2. Scope and applicability of the document

The current guidelines lay down the Standard Operating process for the conduct of Assessment and Certification under the Apprenticeship program (including NAPS) for Optional Trades. The manual lays a steppingstone to understand end to end Assessment and Certification process in detail including various operational and functional modalities at various stages. The SOP emphasizes on accurately transferring the relevant information, knowledge and compliances on assessments and certification under Apprenticeship training for the diversified stakeholders such as Establishments/ Sector Skill Councils, Assessment Agencies, Assessors, Training centers/ Partner and apprentices

3. Key Principles of Assessment:

 Validity: ensures that assessment tasks and associated criteria effectively measures attainment of intended learning outcomes
 Reliability and Consistency: the assessment process should be clear, consistent and standard
 Fairness: Assessment is non-discriminatory and matches expectations.

Transparency: processes and documentation, including assessment briefing and marking criteria, are clear.

Feasibility: assessment is practicable in terms of time, resources and trainee count

Sufficiency: Sufficiency relates to the quality and quantity of evidence based assessed. It requires the collection of appropriate evidences to ensure that all aspects of competency have been satisfied.

4. Introduction to Optional Trades assessments

Apprenticeship Training consists of Basic Training and On-the-Job Training/Practical Training at workplace in the industry. The basic training is an essential component of apprenticeship training for those who have not undergone any institutional training/skill training before taking up on-the-job training/practical training. Basic Training is imparted to the fresher apprentices for acquiring a reasonable ability to handle Instruments/Machineries/Equipment independently prior to moving to Shop Floor/Work Area for practical training / On-Job Training.

After completion of apprenticeship training, apprentices will need to go through an assessment to be conducted by the establishment. Certificates will be awarded by the establishments to apprentices based on marks obtained by them in the assessment by the establishment.

Optional trades have been introduced under the Apprentices Act, 1961 (amended in 2014) to allow employers to create their own courses/trades for providing training to apprentices. The concept of "Optional Trade" was introduced to give more flexibility to establishment to create courses as per their requirements in the manufacturing, services, trade or any other sector.

Govt of India launched "National Apprenticeship Promotion Scheme (NAPS)" in August 2106 provides for financial support to establishments undertaking apprenticeship programs under the Apprenticeship Act in the following manner:

(i) Reimbursement of 25% of prescribed stipend subject to a maximum of Rs. 1500/- per month per apprentice to all employers.

(ii) Sharing of basic training cost in respect of apprentices, who come directly to apprenticeship training without any formal training. Basic training support would be Rs. 7500/- for 500 hours calculated @ Rs 15/- per hour.

To avail the financial support under NAPS establishments will need to fulfill the following conditions: -

(i) Run a designated/optional trade course which is NSQF aligned

(ii) Get the assessment of apprentices at the end of the program done through the Sector Skill Councils under the NSDC, for Optional Trades or though the DGT/NCVT for Designated Trades, or any other institution recognized for this purpose by the MSDE, GoI from time to time.

NAPS courses- Joint certification

Under NAPS, and in cases where the employer/ establishment opts for Joint certification, the assessment will be conducted jointly by the establishment and the concerned Sector Skill Council, (in case of Optional

Trades) or the DGT (in case of Designated Trades). The theory part of this assessment would be online to be conducted through the SSC concerned / DGT, as the case may be, while the practical would be conducted by the employer at the shop floor premises and would be evidence based. In such cases the certificates will be awarded to apprentices who pass the assessment jointly by the establishment and the concerned Sector Skill Council /DGT. The assessment details will be uploaded on the portal and certificates, in approved format will be electronically generated and sent to establishments and successful apprentice.

Non-NAPS- single certification

The establishments may not avail the NAPS benefit, in this case, the Optional Trade courses need not be NSQF aligned nor is required to be jointly certified by SSC. In case of Non-NAPS courses, the entire responsibility lies on the establishment to conduct assessment and issue certification, if not opted for joint certification.

Non-NAPS-Joint certification

The establishments also have the option of going for Joint certification with SSC without NAPS benefit as well, in this case, the process of NAPS assessment and certification will be followed. The only difference here is that establishment shall not avail financial benefit under the scheme, but the courses need to be aligned to NSQF to opt for joint certification.

Table 1: Overall responsibility of Optional Trade assessment under NAPS (and Joint certification)

Activity	Responsibility	
	Theoretical component	**Practical component**
Assessment Criteria	SSC	Establishment
Question Bank	SSC	Establishment (may take help from SSC while designing)
Conduct of Assessment	Assessment Agency/Assessor	Establishment /Employer assessor
Uploading of Marks	SSC	Establishment
Certification	Joint certification between SSC and Employer	Joint certification between SSC and Employer

Table 2: Overall responsibility of Optional Trade assessment under Non-NAPS

Activity	Responsibility
	Theoretical and Practical component
Assessment Criteria	Establishment
Question Bank	Establishment
Conduct of Assessment	Establishment /Employer assessor
Uploading of Marks	Establishment
Certification	Establishment

5. Assessments of Optional Trades- Referring to Acts and Rules and Guidelines

4.1. Rule 7 A (17) of Apprenticeship Rule, 1992 provides that:

The progress in apprenticeship training of every apprentice in optional trades will be assessed by the employer from time to time and every apprentice who completes his apprenticeship training to the satisfaction of the employer shall be granted a certificate of proficiency by that employer.

4.2. Clause 8.7 in the National Apprenticeship Promotion Scheme (NAPS) guidelines provides that:

"After completion of apprenticeship training, apprentices will need to go through an assessment to be conducted by the DGT/SSC/Establishment. Certificates will be awarded to apprentices on the basis of mark secured by the apprentice. In case of DGT/SSC exam, practical will be conducted by the establishments engaging the apprentices and theory will be online.

In case the employer opts for NAPS (or even without NAPS in case the establishment opts for Joint certification), the assessment will be conducted jointly by the concerned Sector Skill Council (in case of Optional Trades) or the DGT (in case of Designated Trades) & the establishment. The theory part of this assessment would be online to be conducted by the SSC concerned/DGT, as the case may be, while the practical would be conducted by the employer at the shop floor premises and would be evidence based. In such cases the certificates will be awarded to apprentices on the basis of assessment done jointly by the establishment and the concerned Sector Skill Council/DGT. The assessment details will be uploaded on the portal and certificates, in approved formant will be electronically generated and sent to establishments and successful apprentice.

4.3 As per NAPS guidelines,

9.1. Payment of reimbursement claims towards stipend support to the Employers under NAPS

IV. Payment for last quarter shall be made only after apprentices appear for the assessment

9.2. Sharing of Basic Training Cost to Basic training Providers under NAPS

The following procedure shall be adopted under the scheme for payment of basic training cost i.e. INR 7500/- per apprentice for maximum of 500 hours calculated @ 15 per hour: The respective agency will make the payment towards cost of basic training to Basic Training Providers through their bank account on the advice of the establishment which has engaged the TP to conduct the basic Training. For the basic training of 500 Hours, payment of INR 5000/- per apprentice as basic training cost shall be made after successful completion of basic training and the remaining basic training cost i.e. INR. 2500/- per apprentice shall be paid after completion of apprenticeship training by the apprentice & upon his/her being successful in appearing in the assessment process in respect of courses where Basic Training & OJT is being done sequentially. In case where the Basic Training & OJT is being done simultaneously, the payment will be made @ INR 10/- per hour at the end of each month. The remaining INR 5/- per hour will be released after the completion of apprenticeship training by the apprentice & upon his/her being successful in appearing in the assessment process.

6. Apprenticeship life cycle on the portal

Figure 1: Apprenticeship life cycle on the portal
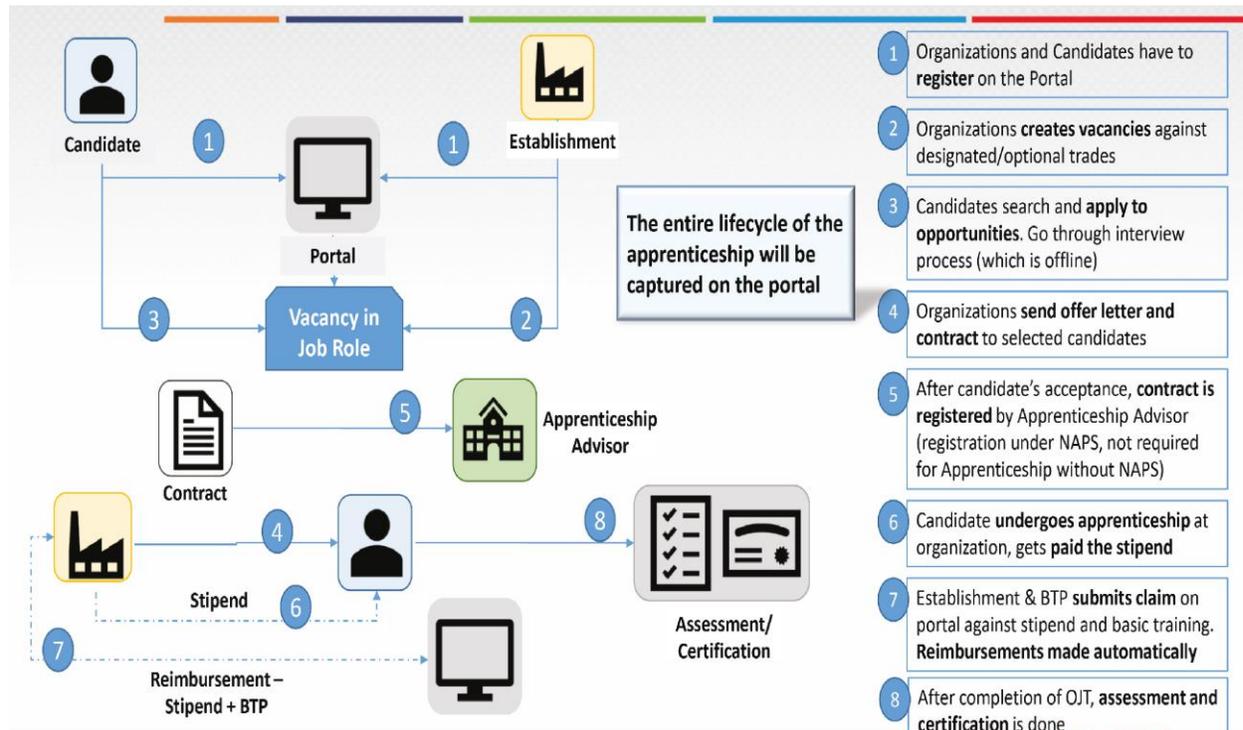
7. Role of Stakeholders in Assessment of Optional Trades

The role of different stakeholders under the operational framework for Apprenticeship in India

o **NSDC**- NSDC anchors Optional Trades, hence, will play a major role in laying the processes of assessments and certification and management of apprenticeship portal

o **SSC**- SSC plays a very important and pivotal role in the Assessment and Certification process in the skill ecosystem. It is the responsibility of SSC to not only conduct theoretical assessment in the timely manner but also ensure quality of the assessment through Assessment Agency and Assessor. The assessment location for theory assessment may be mutually decided along with the concerned establishment.

o **SAA/JAA/AAA-** timely completion of assessment and quality assurance.

o **Industry Chambers/TPA-** to assist the establishment to conduct assessment and issue certificates (also to help establishments to coordinate with assessment authorities as required under Designated Trades & Optional Trades)

o **Assessment Agency**- The Assessment Agency is a third-party empaneled agency by the SSC's, who have the responsibility to provide fair, reliable and flexible assessment services in a timely manner. The AAs shall suggest continuous improvement of the assessment process

o **Assessor**- The role of the assessor is to make an informed judgement about the range of evidence a learner may produce to demonstrate their competence to meet the assessment criteria. To maintain objectivity, best practice is to ensure assessors should not be the specific program tutor.

o **Basic Training Provider**- TP needs to make sure that assessment gets conducted

o **Establishments** - conducts practical assessments under NAPS, ensure quality assurance during assessments and timely upload of marks in portal. In case of Non-NAPS courses, the entire assessment and certification process is carried out by establishments.

o **Proctor**- Proctors are technical support executives who participate in the assessment by ensuring readiness and assistance on technology and technology-enabled infrastructure requirements, fulfilling documentation requirements, invigilating the assessment, and alerting authorities in case of any anomalies.

8. Key Modalities of Assessment and Certification

8.1 Minimum Passing criteria:

- The passing criteria for NAPS courses i.e NSQF aligned Qualification Pack (QP) based Optional Trade Curriculum should follow the passing criteria of the QP. For e.g., Travel Consultant (THC/Q4404) has 60% passing percentage as defined in the QP, the same shall be passing percentage for the NAPS curriculum as well.

- For the Non-NAPS curriculum, the establishment shall specify the passing percentage in the curriculum

- The apprentice needs to pass individually in each module/NOS of theory and practical assessments otherwise certificate will not be generated.

8.2 Certification: Eligible apprentices are mandated to receive APPRENTICESHIP CERTIFICATE as per the above-mentioned criteria. Facility of E- generation of certificate has been provided through Apprenticeship portal i.e www.apprenticeshipindia.org.

8.3 Mark sheets: Assessed apprentices are provided NOS wise (for QP aligned NAPS courses) and module wise (for Non-NAPS courses) detailed mark sheet as per the standard criteria under the scheme purview

8.4 Assessment fees: The SSCs may charge an assessment fees from the establishments to conduct the theoretical assessment within the range of Rs 300 to Rs 800, depending on the complexity of the course the NSQF level. This is reflective of the fact that SSCs shall conduct only theory assessments under Optional Trades. In the interest of consistency across sectors, SSCs are advised to set their respective fees within this range

In addition, the apprentice shall pay RS 100 as an assessment fee when registering for the assessment through the apprenticeship portal to the concerned SSC using a payment gateway for the NAPS courses only.

8.5 Reassessment of apprentices: The failed and absent apprentice on the day of assessment is eligible to appear for reassessment at most three times within next six months of the first assessment. The assessment fees will be applicable as above.

The reassessment of the candidate shall be NOS/module based and assessment criteria shall be similar to one carried out in standard assessment process.

8.6 Curriculum and learning outcomes: NOS/module wise Assessment as per the standard assessment criteria laid down in the QP/Job role shall be carried by the Assessment Agency.

9. Assessment Process under NAPS

The following section provides an overview of the end-to-end process flow of the Assessment and Certification along with the standard timelines to be followed by various stakeholders.

9.1 Step by step process for Assessment and Certification

9.1.1 NAPS- Steps for Assessment and Certification

1. An intimation of training completion including practical would be auto sent to the concerned SSC and Establishment 40 days prior to completion of training. Assessment should be completed before apprenticeship training (i.e OJT) end date.
2. 40 days prior to training Completion date, both SSC and Establishment will receive notification to instruct the Apprentice to 'Apply for Assessment'
3. The day the intimation is being sent, the dates are open for conducting the practical assessment by the Establishment assessor, upload the marks online in time span of 15 days from the date of receiving email. Establishment will have a total of 15 days to complete the assessment and upload the marks.
4. Once the Establishment assessor uploads the marks on the portal, the SSC will start the process of theoretical assessment by allocating an assessment agency. The system validation will allow SSC to conduct the assessment for theory as soon as the establishment uploads marks of the practical. When the establishment uploads the marks on portal, neither the apprentices nor the SSCs will be able to see the practical marks to maintain the fairness and authenticity of the process. It will only for admin purpose.
5. The assessment agency will allocate further to assessor who will carry out the assessment process.
6. The theoretical assessment will happen online as per the other Short Term Training programs and the marks will be uploaded by the assessor accordingly. The SSC would also need to complete the process of assessment within 15 days.
7. Once both the marks are received on portal, the marks with be auto compiled on the portal
8. At the end of the training completion date, the final assessment result will be declared, and the certification will be generated by the SSC from the apprenticeship portal.

9.1.2 Non-NAPS- Steps for Assessment and Certification

1. In case of Non-NAPS assessments, the establishment will get the entire 30 days before training end date to conduct the theory and practical assessments and upload the marks
2. In case of Non-NAPS with Joint Certification with SSC, the timelines will be followed as per NAPS course

9.2 The assessment timeline is given below: -

Table 3: Timelines for each step under NAPS (and Joint certification)

SI	Timeline	process	Responsibility
1	-45 days of completion of training	Attendance upload	establishment
2	-40 days of completion of training	Window open for apprentices' enrolment with a nominal fee of Rs 100	Portal
3	-40 days of completion of training	Intimation to both SSC and establishment	Portal
4	-30 – -15 days	Practical assessment to be conducted and completed by Establishment and marks upload in portal	Establishment
5*	-15 – -0 days	Theory assessment to be conducted and completed by SSC and marks upload in portal	Sector Skill Council
5.2**	-15- -13days	Assign assessment agency	Sector Skill Council
5.3**	-13- -11 days	Assign assessor	Assessment Agency
5.4.**	-11 -8 days	Conduct assessment	Assessor
5.5**	-8- 6 days	Update marks by Assessor	Assessor
5.6**	-6 – 4 days	Validate marks by AA	Assessment Agency
5.7**	-4 – 2 days	Validate Marks by SSC	Sector Skill Council
6**	-2 – 1 days	Result upload by SSC	Sector Skill Council
	0 day	Marks auto compilation and certificate generation	Portal

based on uploading of practical marks by establishment

*** overall timelines given to SSCs and AA for conducting the theory assessment and uploading marks on portal is 15 days, hence timelines for individual activity may be adjusted by SSCs accordingly.*

Table 4: Timelines for each step under Non-NAPS

Sl	Timeline	process	Responsibility
1	-45 days of completion of training	Attendance upload	Establishment
2	-40 days of completion of training	Intimation to establishment	Portal
3	-30 – -0 days	Practical and theory assessment to be conducted marks to be uploaded in portal	Establishment
4	0 day	Marks auto compilation and certificate generation	Portal

9.3 Process Flow of Assessment and Certification

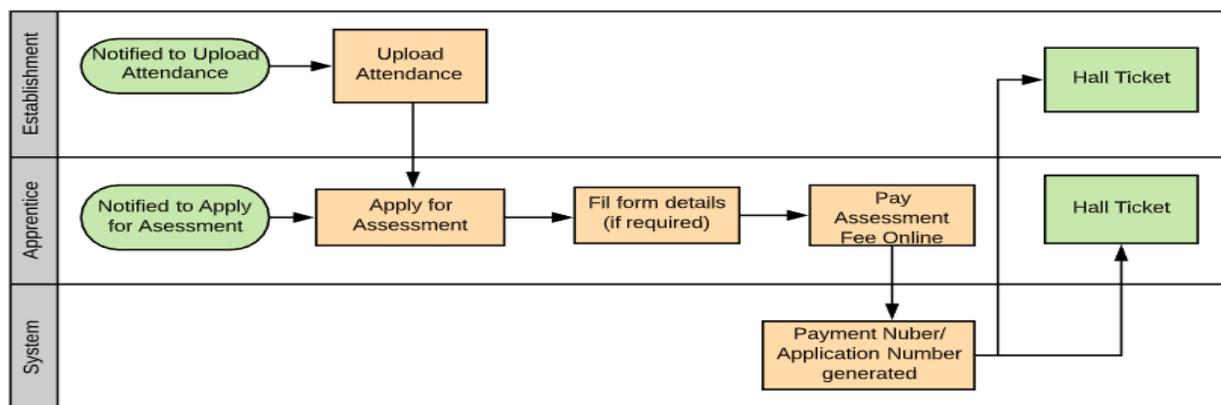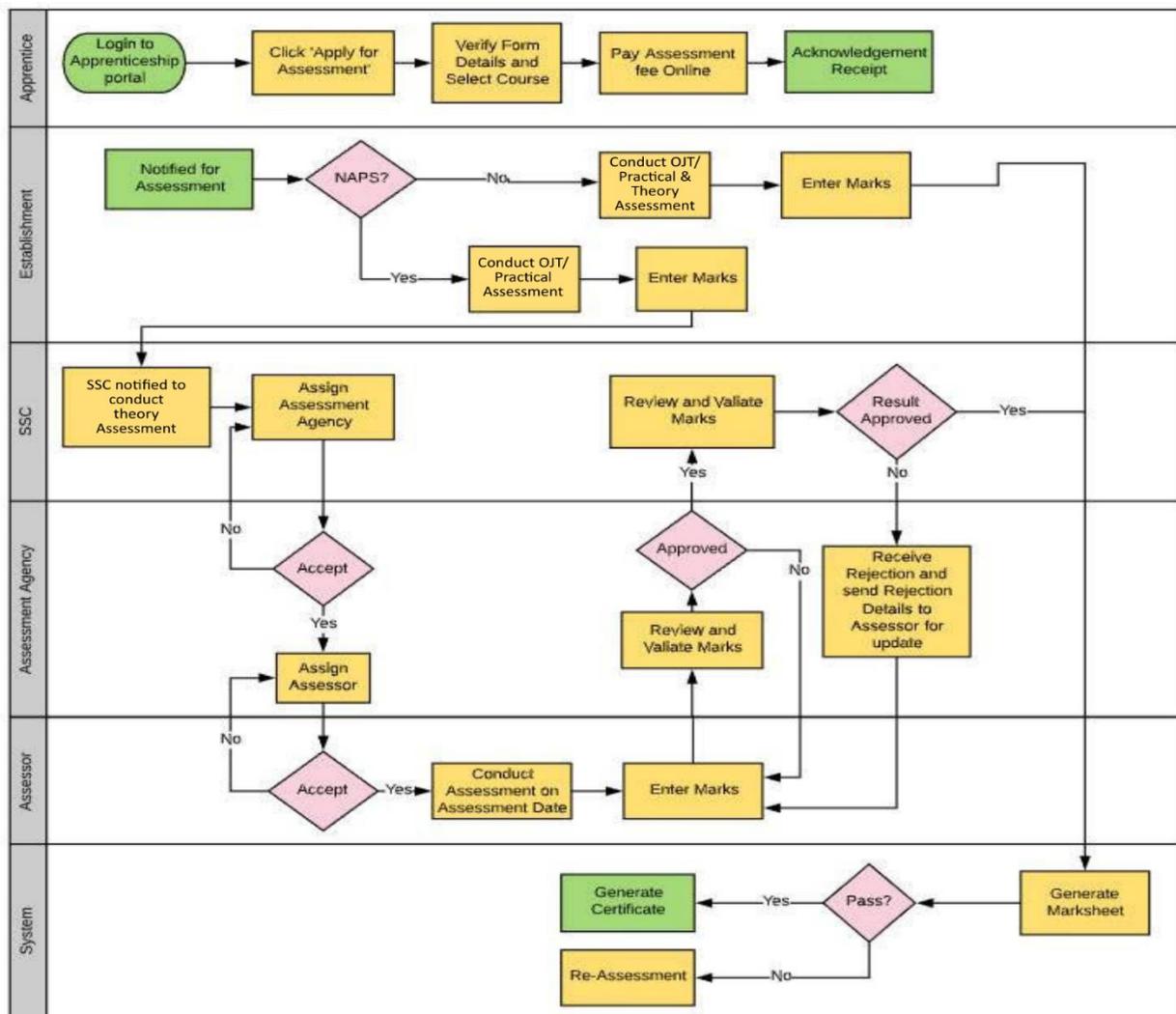*Figure 2: Process flow – Apprentice*

Figure 3: Process Flow – SSC/Establishment

9.4 Assessment process in details

Table 5: Process Steps in Detail for assessment under NAPS

Step#	Name	Description
1.Notification	1. Notification to Upload Attendance	45 days prior training End Date, Establishment will be notified to upload attendance of Apprentices till that day Note: Establishment will be given 5 days to upload the attendance
	2. Apply for Assessment	40 days prior to training end date, a link will appear on Apprentice dashboard to "Apply for Assessment"

Step#	Name	Description
		Note: Apprentice will be notified (the link 'Apply for Assessment' will appear) 10 days prior assessment start date to register for the assessment. Link will be available for 7 days + 3 days extended (extended days will not be conveyed to Apprentice earlier)
	3. Assessment Notification to SSC/Establishment	40 days before training end date, Establishment and SSC will be notified to conduct the assessment
2.Online application by Apprentice	1.Apprentice Login	Apprentice logs in to the Apprenticeship portal using respective credentials
	2.Register for Assessment	Apprentice clicks **'Apply for Assessment'**. A pre-filled form with following data will appear consisting of below information and a link to pay 'Assessment Fee Online': • Name • Registration ID • Sector • Job Role • Establishment of OJT • Name of BTP • BT start date • BT end date • OJT start date • OJT End Date • Amount to be Paid Note: If Apprentice attendance is not available then Apprentice will not be considered eligible to make the payment
	3.Pay Assessment Fee	Apprentice will Pay Assessment Fee of Rs-100 by clicking the link
	4.Application Number Generation	Once the payment is successful, application number will be generated which will be available with Apprentice as well as establishment Apprentice will download the application number, as it will be considered as Hall Ticket/Admission Ticket at the time of Assessment
	5. Establishment on behalf of Apprentice	If due to some reason apprentice will not be able to apply for assessment then Apprentice will contact establishment, establishment will be able to fill the form on behalf of Apprentice
3. Practical Assessment	1.Practical Assessment	Once establishment gets notification, establishment need to complete assessment and enter the marks on the portal with-in 15 days of receiving the notification. Evidence based assessment will be

Step#	Name	Description
		conducted by the Establishment *(refer to Quality assurance section of this document)*
	3. Marks Upload	Once the assessment is done, establishment enters the Marks in the portal Establishment will be given the functionality to bulk upload the marks SSC will be notified to conduct theory Assessment. However, practical assessment marks will not be visible to SSC. **Note:** Establishment and SSC will be having 15 days respectively to complete the assessment If establishment completes the assessment in between 15 days, then the remaining days of establishment Assessment will be added in SSC Assessment days but in total SSC will get 15 days
	4. Questionnaire Upload	Establishment will upload the question paper on the portal after practical assessment for record only
	5. SSC on behalf of Establishment	If establishment will not be able to conduct the assessment or upload the marks within 15 days, SSC will be able to upload it on behalf of establishment, with due approval of the establishment. If it takes 25days for establishment to upload the marks, then SSC will conduct theory assessment from 26th day and will upload the marks in next 15 days window *However, any delay of uploading marks will be escalated to the State Apprenticeship Advisor in case of establishments in the State Jurisdiction*
4.Online Theory Assessment	1. Notification for Online Assessment	SSC will be notified regarding the assessment 40 days prior to OJT completion date Note: SSC can take online assessment only after getting the notification that Establishment has upload the marks of practical Assessment
	2. Assign Assessment Agency (AA)	The SSC selects an AA and Assessor to assign Apprentices for Assessment. A notification is sent to Assessment Agency

Step#	Name	Description
	3. Accept/Reject by AA	If rejected, Request sends back to SSC with rejection reason, is such a case SSC assigns another AA. If Approved, AA assigns the Assessor. Anticipated Timeline for assigning Assessment Agency will be OJT end date -15 Days to OJT end date -13 days
	4.Assign Assessor	Assessment Agency will send a request to Assessor to conduct the assessment A notification will be sent to Assessor
	5.Accept/Reject by Assessor	Assessor Accept/Reject the request. If rejected Request sends back to AA with rejection reason, is such a case AA assigns another Assessor. If Approved, Assessor visits the center on Scheduled date for Assessment Anticipated Timeline for assigning Accessor: OJT End date -13 Days to OJT end date -11 days
	6.Upload Attendance and Conduct	Assessor will update his presence along with attendance of Apprentices available on the day of Assessment, on the portal
	7. Assessment on assessment date	Assessment is conducted by Assessor in the Training Centre/in house in establishment as decided by the SSC and establishment mutually on the scheduled date. Anticipated Timeline for conducting assessment: OJT End date -11 Days to OJT end date -8 days
	8. Capture marks	Marks are captured by Assessor.
	9.Punch/Upload/Update Marks & Documents	Post completing the Assessment then marks to be uploaded into system Anticipated Timeline for uploading assessment marks: OJT End date -8 Days to OJT end date -6 days
	10.Consolidate and verify by AA	Marks are consolidated and verified by Assessment Agency. If rejects, rejection reason need to be captured and send the marks back to Assessor for update. If Approves, marks are sent to SSC for their approval.

Step#	Name	Description
		Anticipated Timeline for validating marks by AA: OJT End date -6 Days to OJT End date - 4 days
	11.Validate Marks by SSC and Approved	Marks are validated by SSC, based on their validation marks can be approved or reject by SSC.
		If approved, then SSC needs to update the marks (theory + practical assessment) in portal based on which marksheet and certification will be generated.
		Anticipated Timeline for validating marks by SSC: OJT End date -4 days to OJT End date – 2 days
		Anticipated Timeline for Result Upload and Certificate Generation: OJT End date – 2 days to OJT End date
	12.Validate Marks by SSC and Reject	In case SSC rejects the marks then rejected marks are sent back to Assessment Agency for review.
		If Assessment Agency agrees with rejection reason of SSC, then marks are sent to Assessor for update.
		Assessor updates the marks and send back the updated marks to Assessment Agency for verification and Assessment Agency submits the marks for approval to SSC post their verification.
5. Marksheet generation	1. Marksheet and Certificate generation	If the Apprentice clears the modules/NOS (passing criteria defined in the course master) then consolidated marksheet and certificate will be generated
		Marksheet and Certificate can be downloaded by Apprentice, Establishment and SSC
6.Re-assessment	1.Apprentice didn't apply for Assessment during training	If apprentice didn't apply for assessment during training, then he/she will be able to apply for re-assessment till 6 months from completion of training
		Note: Apprentice will be given three chances for re-assessment in next six months I.e OJT End Date to OJT End Date + 6 months
	2.Apprentice didn't pass Assessment	If Apprentice appeared in Assessment but didn't pass Assessment during training, then Apprentice will be able to apply for Re-Assessment for the module/NOS of practical or theory component whichever he has failed
	3. Re-assessment second/third chance	The apprentice needs to pass individually in each module/NOS of theory and practical assessments

Step#	Name	Description
		If apprentice didn't clear any module/NOS even after getting first re-attempt, he/she will be able to apply for re-assessment again for the entire theory/practical module/NOS Total attempts for assessment will be 1 first attempt +3 reattempts Apprentice Pass/Fail will be decided basis the below Scenario Example:

Practical/Theory Module	Scenario: 1 Passing marks (Min: 50)	Scenario: 2 Passing % (Min: 50)
Module/NOS 1	40/100	40/100
Module/NOS 2	80/100	60/100
Module/NOS 3	70/100	60/100
Module/NOS 4	Absent	Absent
Module /NOS 5	90/100	80/100
Total	**280/500**	**240/500**
Passing Percentage:50%	56%	48%
Result	**FAIL**	**FAIL**

➔ Scenario 1 will be considered Fail (though Apprentice percentage is more than passing percentage)
➔ Scenario2, apprentice will be considered fail as attained % is less than min passing %

Certificate will not be generated even if the apprentice is failed in a single module/NOS |
| | 4.Apprentice didn't pass during re-assessment | If apprentice used all the three re-assessment chances but still didn't pass in any module/NOS or multiple module/NOS, then he/she will not be given any extra chance

Final marksheet will be updated with the final assessment result, Certificate will not be provided to such apprentice |
| | 5.Apprentice cleared all subjects during re-assessment | If apprentice cleared all the subjects during re-assessment, then final marksheet will be updated with the latest re-assessment result

Certificate will be provided to such apprentice |

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Table 6: Process Steps in Detail for assessment under Non-NAPS

In case of Non-NAPS, both practical and theoretical assessment will be conducted by the establishment and the assessment marks will be uploaded by Establishment

The establishment will be given an option for "Joint certification" in case the establishment opts for joint certification with SSC in case of Non-NAPS as well

Step#	Name	Description
1.Notification	1. Notification to Upload Attendance	45 days prior training End Date, Establishment will be notified to upload attendance of Apprentices till that day Note: Establishment will be given 5 days to upload the attendance
	2. Apply for Assessment	40 days prior to training end date, a link will appear on Apprentice dashboard to "Apply for Assessment" **Note:** Apprentice will be notified (the link 'Apply for Assessment' will appear) 10 days prior assessment start date to register for the assessment. Link will be available for 7 days + 3 days extended (extended days will not be conveyed to Apprentice earlier)
	3. Assessment Notification to Establishment	30 days before training end date, Establishment will be notified to conduct the assessment
2.Online application by Apprentice	1.Apprentice Login	Apprentice logs in to the Apprenticeship portal using respective credentials
	2.Register for Assessment	Apprentice clicks **'Apply for Assessment'**. A pre-filled form with following data will appear consisting of below information: • Name • Registration ID • Sector • Job Role • Establishment of OJT • Name of BTP • BT start date • BT end date • OJT start date • OJT End Date • Amount to be Paid Note: If Apprentice attendance is not available then Apprentice will not be considered eligible to make the payment

Step#	Name	Description
		A message should appear 'Attendance not updated, Please contact the concerned establishment'
	4.Application Number Generation	Once apprentice applies, the application number will be generated which will be available with Apprentice as well as establishment Apprentice will download the application number, as it will be considered as Hall Ticket/Admission Ticket at the time of Assessment
	5. Establishment on behalf of Apprentice	If due to some reason apprentice will not be able to apply for assessment then Apprentice will contact establishment, establishment will be able to fill the form on behalf of Apprentice
3. Practical and theoretical Assessment	1.Practical and theory Assessment	Once establishment gets notification, establishment need to complete practical and theoretical assessment and enter the marks on the portal with-in 30 days of receiving the notification. Evidence based assessment will be conducted by the Establishment.
	3. Marks Upload	Once the assessment is done, establishment enters the Marks in the portal Establishment will be given the functionality to bulk upload the marks
	4. Questionnaire Upload	Establishment will upload the question paper on the portal after practical assessment for record only
4. Marksheet generation	1. Marksheet and Certificate generation	If the Apprentice clears the modules (passing criteria defined in the course master) then consolidated marksheet and certificate will be generated Marksheet and Certificate can be downloaded by Apprentice, and Establishment
5.Re-assessment	1.Apprentice didn't apply for Assessment during training	If apprentice didn't apply for assessment during training, then he/she will be able to apply for re-assessment till 6 months from completion of training **Note:** Apprentice will be given three chances for re-assessment in next six months I.e OJT End Date to OJT End Date + 6 months
	2.Apprentice didn't pass Assessment	If Apprentice appeared in Assessment but didn't pass Assessment during training, then Apprentice will be able to apply for Re-Assessment for the module of practical or theory component whichever he has failed
	3. Re-assessment second/third chance	The apprentice needs to pass individually in each module of theory and practical assessments

Step#	Name	Description
		If apprentice didn't clear any module even after getting first re-attempt, he/she will be able to apply for re-assessment again for the entire theory/practical module
		Total attempts for assessment will be 1 first attempt +3 reattempts
		Apprentice Pass/Fail will be decided basis the below Scenario Example:

Practical/Theory Module	Scenario: 1 Passing marks (Min: 50)	Scenario: 2 Passing % (Min: 50)
Module1	40/100	40/100
Module 2	80/100	60/100
Module 3	70/100	60/100
Module 4	Absent	Absent
Module 5	90/100	80/100
Total	**280/500**	**240/500**
Passing Percentage:50%	56%	48%
Result	**FAIL**	**FAIL**

→ Scenario 1 will be considered Fail (though Apprentice percentage is more than passing percentage)

→ Scenario2, apprentice will be considered fail as attained % is less than min passing %

Certificate will not be generated even if the apprentice is failed in a single module

Step#	Name	Description
	4.Apprentice didn't pass during re-assessment	If apprentice used all the three re-assessment chances but still didn't pass in any module or multiple module, then he/she will not be given any extra chance
		Final marksheet will be updated with the final assessment result, Certificate will not be provided to such apprentice
	5.Apprentice cleared all subjects during re-assessment	If apprentice cleared all the subjects during re-assessment, then final marksheet will be updated with the latest re-assessment result
		Certificate will be provided to such apprentice

Point to be noted: While creating a Non-NAPS course, below changes needs to be done in the course module in the apprenticeship portal: -

Establishment needs to select:

    i)   Course created for Joint Certification: Yes /No

    ii)   NSQF level (non-mandatory)

-> If in point (i), NO is selected then existing Non-NAPS flow will be followed for assessment

-> If in point (i), YES is selected then:

    a)   If NSQF level (point (ii)) is entered during course creation, then 'NSQF Aligned Joint certification' Marksheet and Certificate will be provided

10. Certification

Assessments are also closely linked with certification as assessed and successfully passed apprentices are eligible to receive certificate. Certificates also provide a platform to enter successful placements/ become self-employed and progress further in their career paths. Online generated and QR code enabled E-certificate are provided under the scheme. An online repository of certificates has also been created for ease of access and download of certificates by various stakeholders. Sector Skill Council and establishment will issue the co-branded secured certificate under NAPS. Apprentices shall be issued a dual-logo certificate under NAPS scheme.

10.1 Key features of Certificates
Following are key features of the Certificates generated under the NAPS and Non-NAPS:

Online download facility: Apprentices are generated directly through online platform in apprenticeshipindia.org

Joint certification for courses under NAPS: The certificates are issued by Establishment and Sector Skill Council. The certificate bears the Logo of SSC and Establishment and signature of existing chairperson of the SSC and the Authorized signatory of the Establishment in case of NAPS courses. Whereas Joint Certification is not offered in case of Non-NAPS courses unless Joint certification is opted for.

Key Information: The certificates bear the Name of the apprentices, contract number, Name of Establishment, sector, job role, period of Apprenticeship training and grade details. Please refer to figure 10.2 for standard certificate design.

QR Code: A unique QR code enabled certificate is issued to the apprentices under NAPS as well as Non-NAPS with unique certificate ID mentioned below it

Signatures in certificate

1. Image should not have any background irrespective of the format, png, jpg or bmp.
2. On bmp file format: this format can be incorporated when an establishment is unable to edit the signature image into e-signature without background. Once the image is clicked on a white background with black ink, convert the image format in (.bmp). and then upload, the system will automatically

render the image. (if the establishments can upload the image without the background then this "complicated" step can be evaded.)

3. While capturing the signature as an image: the image should be very clear, focused and no extra elements (such as stamps, texts, color spots). the only thing that should be visible is the signature in black ink.
4. File should not exceed 5 mb (although the usually on an average it comes to 1.8- 2.5)
5. Regarding dimension- the image should be of the exact provided image = Height - 50px, Width - 150px.

10.2 Sample Certificate:

Figure 4: Sample certificate generated after Assessment for NAPS

Certificate of Apprenticeship

This is to certify that Mr./Ms. ……………….son/daughter of Mr./Ms………..has successfully completed apprenticeship training from…….to……..under Optional Trade in the course of …….under………sector conforming to NSQF level………conducted by the Establishment……….

Signed by:

Chairman SSC

Head, HR Organisation

| QR Code | | Employer logo | SSC logo |

Competencies covered

• NOSs/QP list
a) NOS 1
b) NOS 2
c) NOS 3
d) etc

Figure 5: Sample certificate generated after Assessment for Non-NAPS-Single certification

Certificate of Apprenticeship

This is to certify that Mr./Ms. ………………son/daughter of Mr./Ms………..has successfully completed apprenticeship training from…….to……..under Optional Trade in the course of …….under………sector conducted by the Establishment……….

QR Code

Employer logo

Signed by:

Head, HR
Organisation

Competencies covered

• Core modules covered
a)   Module 1
b)   Module 2
c)   Module 3
d)   etc

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Figure 6: Sample certificate generated for NON-NAPS- Joint certification

11. Marksheets

Under Apprenticeship training, upon successful assessment and result declaration the apprentices are entitled to receive mark sheets. A provision has been made to provide mark sheets to the failed apprentices. Marksheet is the brief description of Module/NOS wise marks and total score obtained by the Apprentice.

11.1 Key features of Mark sheets

Following are key features of mark sheets provided under the preview of scheme:

Module/NOS Wise marks: The mark sheet details out the NOSs wise maximum marks and marks obtained by an apprentice under a specific job role under NAPS course. For Non-NAPS, module wise marks shall be uploaded.

Online download facility: The mark sheets are generated online and available for download via e platform

SSC recognized marksheet: The mark sheet is issued by Establishment and Sector Skill Council under NAPS course. It bears logo of SSC and Establishment and signature of existing chairman of the SSC and the Authorized signatory of the Establishment. However, if establishment runs a non-NAPS course (without joint certification), the marksheet will be generated with establishment logo only.

Unique Mark sheet Number: A unique marksheet no. is mentioned on the marksheet

QR Code: A unique QR code is provided at the bottom of the mark sheet which can be verified using the QR code scanner. A unique mark sheet number is mentioned below the QR code

11.2 Sample Marksheet for NAPS

Figure 7. Apprenticeship (Optional Trade) Marksheet under Non-NAPS- Joint certification

Name:

Date of Issue:

Contract ID:

Course Name:

NSQF Level:

Sector:

Type of certificate: Joint Certification NSQF based course

Theoretical assessment		
NOS Name and Code	Maximum Marks	Marks obtained
Practical assessment		
NOS Name and Code	Maximum Marks	Marks obtained
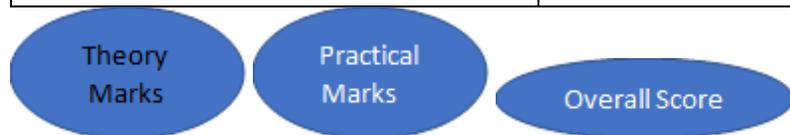
QR Code

Signature of   CEO/ Head Establishment

Signature of Chairman SSC

Figure 8. Apprenticeship (Optional Trade) Marksheet under NAPS

Name:

Date of Issue:

Contract ID:

Course Name:

NSQF Level:

Sector:

Type of certificate: NAPS

Theoretical assessment		
NOS Name and Code	Maximum Marks	Marks obtained
Practical assessment		
NOS Name and Code	Maximum Marks	Marks obtained

Theory Marks

Practical Marks

Overall Score

SSC logo

Estb logo

QR Code

Signature of   CEO/   of Establishment

Signature of Chairman SSC

Figure 9. Apprenticeship (Optional Trade) Marksheet-Non-NAPS- Single certification

Name:

Date of Issue:

Contract ID:

Course Name:

Sector:

Type of certificate: Non-NAPS

Theoretical assessment		
Module Name	Maximum Marks	Marks obtained
Practical assessment		
Module Name	Maximum Marks	Marks obtained

Estb logo

QR Code

Signature of CEO/ Head of establishment (authority)

12. Quality Assurance of assessment under NAPS

12.1 Identification of Establishment Assessor and conducting practical assessments

1. Establishment shall identify 'Establishment Assessor' across their departments.
2. The employer will identify employee supervisors such as Departmental Head/Workshop Managers/Senior Supervisors/Master Trainers as 'Establishment Assessor'.
3. 'Establishment Assessor' shall be an experienced employee having required qualification and minimum experience of the job role being assessed.
4. Industry defines the criteria for profile of an assessor.
5. Assessor is a person who is currently working in the same industry on same or higher job role and has minimum 5 years of experience or as defined by the Establishment.
6. Once selected, the assessor is oriented by Industry using guidelines on various aspects of the assessment and management of assessment, such as
   a) Qualification pack (if QP aligned) and its background.
   b) Training on Assessment methodology and how to use Assessment tools. Scoring system. (as per the attached assessment guide)
   c) Maintain integrity at the assessment site.
   d) Crisis handling and support system available for the same.
   e) Scope of his authorities
   f) Administrative responsibilities.
   g) Required documentation of Apprentice credentials, mark sheet management.
   h) Confidentiality management
7. Establishment and SSC to identify/map the industrial job roles to the NSQF aligned job roles, Qualification Packs and National Occupational Standards for NAPS courses.
8. Job roles which require a license, or a similar government regulation must follow the assessment procedure as per the government regulation. License is a recognition of some one's capability to execute a certain job / trade. Only in cases where a certain skill set related to the job role not covered under the license or maybe an add on to the skill being covered under the license are being provided or certified
9. Assessment for practical training shall be conducted by the Establishment assessor at the industry premises itself. This assessment would be purely evidence based where recording of activities, actual production of product, actual demonstration should be carried out.
10. The Assessor will also need to review the evidences submitted by the apprentice (such as confirmation of the identity of the apprentice and physical verification of the documentation provided by the apprentice).
11. Capturing of high-quality pictures and videos, attendance sheets, and other documents that may be required before issuance of Apprenticeship Certificates is recommended.
12. Establishment assessor should collect all the evidences, monitoring report, viva report, project report during the training, if any
13. Establishment assessors shall submit the detailed results to the SSC directly through apprenticeship portal.

14. No employer will be paid or charge apprentices for assessment separately
15. In case of delay in uploading marks by the establishment, it will be escalated to the State Apprenticeship Advisor in case of State Jurisdiction companies

12.2 Theory assessment conducted by Sector Skill Council

12.2.1 Mode of assessment

Depending on the differentiated needs across sectors and job roles, coupled with technological advancements in the field of assessments, a range of assessment delivery modes have emerged. The delivery modes are derived taking into consideration factors such as:

- Requirement of an Assessor (physically present, remotely present, or not present)
- Requirement of a Proctor (physically present, remotely present, or not present)
- Internet availability at assessment location
- Requirement of domain infrastructure, equipment & tools for practical skills assessment
- Digital literacy level of apprentices to be assessed
- Availability of technological solution (infrastructure or software) for administration of assessment

Depending on a combination of the above factors, the prevalent modes of administering assessments fall broadly within the following three categories:

 I.   Remote online assessments
 II.   Center-based digital assessments
 III.   Center-based non-digital assessments

The categorizations and their use-cases are detailed below:

I. **Remote Assessment (Online)** are those assessments that can be undertaken from any location (home, TC location, assessment center) and be assessed effectively on a technology device, using proctoring solutions like AI-enabled tools and invigilation through a live video-stream by a remotely situated proctor. Depending on the evaluation requirements, remote assessments (online) may or may not have the involvement of a remote assessor. This delivery method is preferred when:
   - The assessment does not require domain infrastructure, equipment or tools for assessing competency
   - The assessment can be administered on a technology device that is available with the apprentices to be assessed
   - Uninterrupted internet is available at the assessment location at the speed and bandwidth requirement of assessment platform
   - AI-enabled auto-proctoring tools are available for assessment
   - Apprentices are comfortable with technology
   - The scheme under which the assessment falls permits the conduct of remote online assessment

II. **Center-based Digital Assessment (Online or offline)** are those assessments that are undertaken at a Center (TC or assessment center), with at least one person (Assessor and/or Proctor) on-ground to invigilate and administer the assessment. There are various modes of assessment within this category, which are largely characterized based on the involvement of the personnel on-ground. Proctors are recommended for this type of assessment. Such assessments can be conducted online (using internet) or offline (using LAN or pre-loaded software), depending on the availability of internet. In case of non-availability of internet hindering real-time upload of information – the assessment data logs are recorded and synced with the server at a later period. AI-based auto-proctoring is recommended for all cases wherein internet is available. This delivery method is preferred when:

- The assessment requires domain infrastructure, equipment or tools for assessing competency
- The IT infrastructure is to be provided to the apprentice by the Center/Assessment Agency
- Internet is to be provided at the assessment location at the speed and bandwidth requirement of assessment platform or when internet is not available in the region
- An assessor is required to evaluate the assessment
- There is a mandatory requirement to conduct center-based assessment

III. **Center-based non-digital Assessment** are administered completely without the usage of technology, using pen-paper mode for theory assessment. The assessments are administered by the Assessor on-ground at the assessment location and may be supported by a proctor. The assessor manually processes the assessment score and shares it with the Assessment Agency.

This delivery method is not preferred and should only be implemented in extreme circumstances wherein digital administration is not possible due to limitations at the apprentice's end. When utilized, it should be ensured that:

- The question paper complies with the requirements of the Assessment Blueprint
- Hard copies of the question paper are generated in advance by the AA and sealed in an envelope for the Assessor to carry on the day of the assessment. The envelope should only be opened on the day of assessment in front of apprentices and proctor

12.2.2 Assessment administration

1. No assessment and certification to be conducted before NSQF alignment of the job role for NAPS courses or Joint certification.
2. There should be a set maximum number of assessments per assessor per day in the system for conducting the assessment in the system
3. SSCs shall develop online modules of assessments for their respective job roles. In this case, the role of the Assessor will be more of a facilitator at the basic training Centre. This shall help to ensure greater standardization and stringent assessments.

4. Online assessments under Optional Trades shall be conducted in a manner similar to the Short-Term Training assessments component in accordance with the NSQF parameters.

5. In case of delay in conducting assessment or uploading marks by the SSC, it shall be escalated to the State Apprenticeship Advisor in case of State Jurisdiction companies

6. Training centers under NAPS (in case assessment is conducted in the Training Center) or Establishment (in case assessment is conducted in Industry premises) must ensure that only SSC certified Assessors are engaged for a project adhere to the following for conducting theory assessment:
   a) Before the start of assessment, all apprentices shall receive an assessment orientation. The assessment orientation shall include an explanation of the assessment process and assessment format and familiarize the apprentices with the assessment technology.
   b) Assessments shall be conducted in local languages, wherever required. Language, communication and expressions used in the assessment should be understandable and appropriate to the apprentices.
   c) Special arrangements may be made for apprentices who cannot read/write or express their inability to use the assessment technology provided.
   d) Trainer-Assessor shall carry their photo IDs at all times during the assessment.

7. The Assessor is required to fulfil the following conditions for conducting theoretical assessment.
   a) It is mandatory for the Assessor to undertake 'Training of Assessor' (ToA) program defined by the concerned Sector Skill Council and get certified as an Assessor
   b) ToA certification shall be completed prior to initiation of the Apprenticeship Training program
   c) Assessor shall fit the eligibility criteria defined by the SSC for the particular job role
   d) Assessor must possess an Aadhaar number

12.3 Evidence Gathering

Evidence gathering is a means to monitor an assessment whether for improving quality or meeting standard guidelines or for retrieval at a later date. Many schemes list out specific evidences needed to meet compliances requirements. Evidence in an assessment can be captured in number of ways including means such as devices, tablets, external cameras, etc. Evidence is generally collected by proctors, assessors, digital systems, auto-proctoring functionalities etc. Evidence in an assessment should be gathered on the following fronts:

S.no	Evidence Type	Details
1	Apprentice Validation	• Photograph of valid government photo ID proof held by apprentice. Both the apprentice's face and the ID proof to be present in frame. A proctor or AI-enabled tools may verify that it is the same apprentice.
2	Theory Assessment	• 3 Photographs and a video preferably from various angles of the classroom with clear and visible image/footage of all trainees giving the assessment • Photograph of assessor conducting the assessment • Digital assessments to capture intermittent images of the apprentice and

		• highlight system flags are raised • Response transcript of the apprentices • Answer logs of the apprentices
3	Viva voce	• Video/ audio snippets of at least 5 minutes for each apprentice
4	Practical	• Photograph of outcome of practical for each apprentice • Video recording (min. 5 minutes) of apprentice performing the practical using IP based camera/ handheld camera/ front camera • Practical evaluation checklist
5	Group Photograph	• A group photograph with the assessor, assessment center personnel, proctor, and apprentices with faces clearly visible
6	Infrastructure validation	• A photograph of a classroom to accommodate the required number of apprentices • Photographs of tools, equipment and consumables available as per the requirements
7	Attendance sheet	• Copy of the attendance sheet, with date and location, clearly marking absent and dropout apprentices
8	Assessor Feedback form	• Detailed form filled by assessor capturing feedback on apprentices, experience of assessments, availability of infrastructure, tools, equipment, and consumables, etc. Standard feedback templates shall be made publicly available.
9	TP feedback form	• Detailed form filled by the Assessment Center capturing feedback on assessor and the assessment process. Standard feedback templates shall be made publicly available.
10	Apprentice feedback form	• Detailed feedback filled by apprentices on the experience of assessment and training (wherever applicable). Standard feedback templates shall be made publicly available.
11	Code of Conduct	• Code of conduct document signed by assessor, signed and stamped by Assessment Center

It is recommended that all evidence be stored digitally for at least 5 years, segmented clearly and easily retrievable. Further, as we move towards digital assessments, certain checks, earlier performed manually must now be transitioned digitally. It is recommended that the following be adopted for all assessments:

1. **Assessment attendance:** Apprentice attendance should be captured through the bio-authentication device or through a geo-tagged and time-stamped image of the apprentice along with an image of the ID card.
2. **Assessment logs:** For all digital assessments, assessment logs should be stored.
3. **Image/video logs:** It is suggested that image and video logs be captured wherever feasible.
4. **Web-based or app-based monitoring of assessment:** It is recommended that AAs should facilitate the monitoring of the assessments through web-based or app-based access, to view the following key activities on ongoing assessments:
   • List of apprentices taking assessment with their details and images
   • Live assessment logs for ongoing assessments

13. Proposed administrative actions for Assessor/AA on non-compliances of norms

Assessors and Assessment agency are integral part of the skill ecosystem and play an important part in ensuring fair, reliable, and transparent Assessments on ground. It is mandatory for the assessors to meet the assessor qualification criteria as laid down by the SSC.

SSC plays a pivotal role in the investigation of malpractices encountered or reported at the end of AA/Assessor. Both AA & SSC has the sole right to issue warning or suspend or blacklist the Assessor. Similarly, SSC plays an important role in taking strict action on AA for non-compliances. Any non-compliance to the guidelines or any malpractice during assessments will be placed before the respective SSC which may result in strict action against the defaulting agency/individual, with potential case for de-affiliation/blacklisting from participating under the Scheme.

> *Warning*- If the AA/assessor is persistently not following the norms under Optional Trades assessments guidelines, the SSC/AA can issue warnings to AA/Assessor respectively
> *Suspension*- Suspension means that the AA/assessor will be deferred for a specific duration of time for all the job roles under the purview of the concerned SSC. The duration of the suspension of the AA/assessor will be decided by the Sector Skill Council/AA respectively, which is at least minimum of 2 months.
> *Blacklisting*- Blacklisting means that the AA/Assessor will be permanently excluded for conducting Assessments for the all the job roles under the purview of the concerned SSC. The Blacklisted AA/Assessor shall not be hired by the other sector Skill Councils in the ecosystem.

Key rules and modalities

13.1.1 In case the AA/assessor is found to be in noncompliance with these guidelines and/ or as per their contract with the SSC's or AAs as the case may be, by the SSC/AA, can warn/suspend/blacklist the A with instructions to blacklist the Assessor.

13.1.2 In case of any complaint/malpractice against the Assessor and Assessment Agency, the TC or relevant stakeholder can write/email to the Sector Skill Council along with the necessary proof within 24 hours of the day of assessment along with the filled in 'Assessor feedback form' attached on email.

13.1.3 SSC are expected to thoroughly investigate the matter along with the appropriate evidence.

14.1.4 Each SSC to formulate an appropriate committee to decide on the cases related to the blacklisting of the AA/ Assessor. The committee will look after the assessment related grievances of the TP/TC and ensure actions against any malpractice committed before/during/after the assessment. Depending on the severity of the issue, the SSC may consider a necessary warning/Suspension and Blacklisting etc. It is at the discretion of the SSC to analyze and evaluate the seriousness of the situation and analyze the category of warning/suspension/Blacklisting, it may be noted that any suspension issued shall not be less than 6 months Blacklisting shall be based on the Aadhar number of the Assessor and TAN of the AA. Once an Assessor and AA are blacklisted, the same shall not be allowed to work for other schemes of similar nature.

13.1.5 SSC shall publish details of the blacklisted Assessor/AA on their respective website/NSDC/Apprenticeship website to ensure transparency and mass communication. The SSC must

update and publish the list on monthly basis. The name of the blacklisted AA/assessors should be uploaded on all SSCs'/AAs' portals.

13.1.6 The TP/TC shall report to the concerned SSC if they feel the results have been tampered with or reflect any bias/prejudice of the AA/assessor.

13.1.7 If during a surprise monitoring visit by the SSC, any malpractice at the end of AA/Assessor is reported, the SSC must investigate the same within 10 days of the case reporting to ensure that necessary actions on the defrauding identity is undertaken