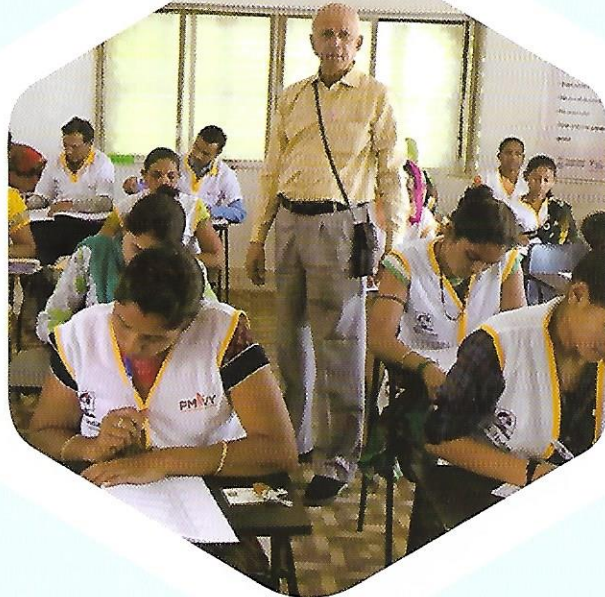




**GLOBAL SME**  
DEVNET PVT LTD

# **Skill Assessment Quality Policy and Guidelines**





1.0

## The Context

Global SME DevNet Private Limited (GSDPL) is a consulting and advisory firm focusing on trade policy, developmental research, market intelligence, Geographical Indications (GI) management, networking & skill assessments.

Global SME DevNet works both with the industry and the government to identify and tackle the skills and productivity needs of small and medium size enterprises (SME) throughout the country to make sure they have access to the right people with the right skills in the right place at the right time.

Our skills assessment team is responsible for the production of Standardized Skills Assessments tools for the corporate, trade bodies & government agencies with special focus on the Indian SME industry.

Global SME DevNet is empanelled with AMH Sector Skill Council (SSC) of National Skill Development Corporation (NSDC) for assessment under Pradhan Mantri Kaushal Vikas Yojana (PMKVY) and allied schemes. Earlier, GSDPL was empanelled with Textiles Committee, Ministry of Textiles, as Assessment Agency for assessment under Integrated Skill Development Scheme (ISDS) and now with the Samarth Scheme.

## 2.0

# Quality Policy on Assessment Documents

### 2.1 Theory and Practice:

Our assessment criteria is based on the type of curriculum imparted by the training partner (TP). In case of AMH SSC assigned batches, the assessment procedure is fully aligned with the qualification packs with model curriculum. The assessment, in this case, consists of three important evaluations on the candidates understanding on theory on the subject, his practical skills on machines and then his skill of verbal presentation. Hence the assessment sheets are of three parts - (i) Theory (ii) Practical & (iii) Viva-voce based on the Model Curriculum.

### 2.2 The Skill Assessment Expert Committee (SAEC):

The Expert Committee (SAEC), comprising of members from the industry, the training partners and the skill specialists, develops necessary assessment documents containing questions on theory, practical and viva voce. Several such sets are developed and field tested for different job roles for future use. All these assessment documents from our question bank. The question papers are implemented in regional/local languages.

### 2.3 Assessment Methods and Policy:

Most of our empanelled assessors/external verifiers have been accredited through training and rigorously screened via competency Enhancement Programmes(CEP). These empanelled assessors are located pan-India basis and quickly respond to the jobs once notified. Besides the CEP, the assessors have been provided in-house training and instructions how to conduct the assessment on these three criteria enshrined in the assessment documents. The assessment document are couriered to the empanelled assessors before-hand and they are advised to open the papers in the training centre just before the test in case of pen and paper examination; otherwise a password protected question paper is sent to the assessor beforehand to carry out on-line assessment.

## 3.0

# General Assessment Policy

### 3.1 Trainees and Assessor Ratio:

GSDPL is committed to follow the trainee-assessor ratio for maintaining the quality of assessment. For a trained batch size of maximum 30 trainees, we deploy one assessor. If the batch size exceeds the prescribed maximum numbers, then we deploy more assessors in proportion to the size of trainees to maintain the assessment quality.

### 3.2 Attendance and Passing Criteria:

A candidate for a particular job role is assessed if he / she has attended the minimum number of classes as prescribed. Normally a minimum of 70% of attendance is considered for making the trainee eligible to sit for the assessment. These are verified through the biometrics system installed at the centre. The passing percentage is normally a minimum of 70 percent or as specified in the specific for the job role by the assigning authority.

### 3.3 Assessor Selection/ Assignment:

For the process of assessment, empanelled assessors are allotted as per technical proficiencies and experience criteria as benchmarked in the guidelines of the sector skill councils or authorities assigning assessments.

### 3.4 Assessment Material Distribution:

All examination materials and final format for all assessment documents are printed in-house and distributed to our empanelled assessors on time.

### 3.5 Time Management Protocol:

We religiously train our assessors to follow a time chart to conduct the assessment. The Assessors, on an average, allowed to use 15 minutes for the assessment of each trainee and the allocation of time is as follows:

- a) Devotes 2 minutes for checking the biometric attendance on the machine, completion of attendance record on the documents and relating formalities.
- b) Devotes 5 minutes for evaluating each answer sheet.
- c) Devotes 5 minutes for practical session of each trainee.
- d) Further 3 minutes on calculation of final result for the assessed trainee.

### **3.6 Information to Selected Assessor:**

Once a batch is assigned to us, we immediately notify our selected assessor about the schedule of assessment. Concerned training Centre is also informed accordingly. Assessors are provided to follow meticulously for maintaining quality of Assessment. (Assessor's guidelines attached).

### **3.7 Monitoring Team Visit / Flying Squad Inspection:**

The Skill Assessment Review cum Monitoring committee (SARMC) of GSDPL reviews the assessment progress and conducts surprise visits to any training centre on the day of assessment for inspection on fair assessment and evaluation by the assessor. Monitoring team strictly visits 1 out of 10 cases of actual assessment.

### **3.8 Confirmatory E-mail from TP on Assessment completion:**

On the completion of the assessment the concerned authority of the respective Training Partner (TP) sends an e-mail to the assessment committee on the following:

- a) Actual time of the commencement and completion of the assessment for the concerned batch.
- b) The schedule of trainee assessed and enrolment identification of the trainee assessed of the trained batch along with their biometric attendance.

### **3.9 Information on the Lab Infrastructure at Training Centres:**

Accredited assessor would check the availability of adequate infrastructure for skill training at the training centres and skill camps as benchmarked by the authority and inform us after the completion of the assessment through online communications to designated member of GSDPL Skill Assessment Committee.

### **3.10 Result Declaration:**

If infrastructural facilities are inadequate i.e. not the meeting the minimum benchmarked requirement as communicated by the assessor through his e-mail, then the result is withheld of the whole batch. The decision of withholding of the result is also communicated to TP of the respective Training Centre. The TP has the option to appeal to our review committee. Result will only be declared if the review cum monitoring committee (RMC) is convinced. Otherwise, the review committee suggests measures for infrastructural improvement of the training centre of concerned TP. To that extent, the declaration of result is delayed.

### **3.11 Assessment Sheet Review:**

The Skill Assessment Review cum Monitoring committee (RMC), reviews the assessment sheets on random basis within 5 working days from the receipt of the assessment sheets and suggest necessary recommendation, if needed.

### **3.12 Result Declaration:**

On the completion of assessment, the concerned assessor prepares the result sheet & submit to our office. After verification, we sent the result to the appropriate authority on the subsequent day for approval & upload in the respective website/MIS/ Portal. The results are available for viewing by the Training Partner.

### **3.13 Preservation of Assessment Documents:**

Assessment sheets and the hard copy of assessment documents are kept as per the agreement signed with the concerned authority. Also the formats of the assessment results and the related documents such as the assessed candidate database are also preserved by the Technical Support team at GSDPL. We take utmost care to protect the data available through these documents.

### **3.14 Quality Audit Team and Supervision:**

Global SME DevNet follows a system of a third party assessment quality audit on quarterly basis.

## 4.0

# Assessor Selection & Training Process

### 4.1 Assessor Eligibility Criteria:

Global SME DevNet follows the criteria adopted by various authorities for recruitment of assessors. The qualification and the necessary experience required for assessor in GSDPL is as follows:

- a) Diploma / Bachelor Degree / B.E. / B.Tech / M.Sc. / M.Tech in Textile or related field from a government recognised university or institution.
- b) Should have at least 3 years of industry exposure and minimum one year of assessment experience in the specific sectors.
- c) Should have working knowledge on English, Hindi and at least one regional language.
- d) Should have working knowledge of Word, Excel and Internet browsing.

### 4.2 Assessor Recruitment Process:

- a) Initial screening of the resumes and related documents
- b) Written evaluation
- c) Interview by our skill assessment committee and industry experts and
- d) Background check of the candidate.

### 4.3 Training to Assessor (Compulsory 15 Day Training):

#### a) Off-Job training:

We conduct a training program to all assessors spanning one week, which includes training on basic standard of assessments, training on evaluation of assessment sheets. Besides how the assessor conduct himself while meeting the delegates and the trainees at the training location. Besides, GSDPL provides them hands on experience on online assessment systems followed by us

#### b) On-Job training:

GSDPL also conducts 7 days of on the job training before sending them on actual assessments to make sure the practical and theory assessments of the trained workforce under the each specific programmes is done as per the benchmarked norms and guidelines specified on the protocol for maintaining the quality and final goal of the skill missions under the skill development programme.

## 5.0

### Assessor's Guidelines

Once the trainee batch is allotted; the Assessment Schedule indicating the batch/Name, Address & contact number of single point of Contact (SPOC) at Global SME DevNet and the details of the Assessor is sent to the Training Centre In-Charge with a copy to designated Assessor besides the Authority allotting the batch. This process is completed by the office of Global SME DevNet at least seven days prior to the date of assessment. The Assessor then confirms his assessment plan to the SPOC of Centre In-Charge and to Global SME DevNet. On receiving confirmation, the following activities are initiated by us.

#### 5.1. Dispatch of Documents to the Assessors:

- Necessary Assessment Sheets (Question Paper) of concerned Job Role (subject) in the regional language.
- Mark Allocation Sheet by Section and by Performance Criteria (PC).
- Answer Sheet for the reference of Assessors
- Result sheet proforma indicating the Name & ID of Candidates
- Required Annexure

#### 5.2. Activity Before Assessment:

**A.** Before Reaching the Centre, the assessor has to prepare necessary number of copies of the following documents:

- Assessment Sheets
- Mark Allocation sheet
- Result Sheet proforma
- Answer sheet
- Annexure – M (PMKVY & NSDC)
- Result sheet proforma of Assessment Sheets
- Mark Allocation Sheets
- Preservation of all Bills relating to printing, photocopying and any other in the name of the Assessor



**B. After Reaching the Centre, the assessor needs to do the following action:**

- Inform Global SME DevNet about his/her presence in centre
- Collect the Attendance Sheet and percentage of Attendance of trainees during training.
- Ensure that the candidates bear ID card & then Verification of Biometric Identification of candidates. In case of problem in Biometric system, identify with their Aadhar Card. & get the Photocopy of Aadhar card duly signed by the candidates.
- Get the photocopy of Attendance sheet (month wise) of Candidates duly signed with seal by Centre In-charge.
- Get all proforma signed & sealed from the training centre in Charge.
- Get a copy of Aadhar card duly signed by the candidates.
- Take a Group photograph of candidates along with you, preferably, in front of the Training Centre showing the Sign Board of the Centre.

**5.3. Organisation of Written, Practical and Viva-voce test:**

- Distribute the assessment sheets (question paper) to the Candidates having Attendance as defined by the authority
- Ensure that the Trainee Profile is duly filled in the Assessment Sheet besides his/ her name and Explain the question if some candidates has confusion.
- Organise Practical assessment and get the candidates' signature
- Organise Viva-voce test – Use the Mark Allocation Sheet, one for each candidate, enter marks PC wise
- Collect the Assessment sheets from the Candidates when time is over.

**5.4. Activity after Assessment:**

- Verify the Assessment sheet & Enter the Theory mark secured by the candidate in Mark Allocation Sheet ( by section wise & PC.
- Enter the Practical & Viva-voce marks in Mark Allocation Sheet.
- Enter the marks in the result sheet based on Mark Allocation Sheet of candidate.
- Pass/Fail remarks will be on basis of the pass mark defined for a particular job role by the authority.
- The assessor has to fill up the Abstract indicating the Batch size, No. of candidates Assessed, passed/ failed etc.
- Sign the result sheet with Date.
- Upload the results on approval from Global SME DevNet.

#### A6. Others:

- The Assessor must carry a photo ID proof.
- Documents (**Soft and Scanned Copy**) shall be sent **by email** on the **subsequent day** of assessment positively.
- Documents (**Hard copies**) shall be properly packed & sent through Courier / Indian Postal services within **Two** days of assessment.



### 5.5 Documents to be sent to Global SME DevNet Pvt. Ltd. office:

Sl.No.	Documents to be sent to Global SME DevNet Pvt. Ltd.	By email	By Registered Parcel / By Speed post / Courier
1.	The photocopy of the Attendance % sheet received from Training centre	Scan Copy	Hard Copy
2.	Photocopy of Attendance sheet received from Training centre	—	Hard Copy
3.	Filled in Assessment Result sheet & signed by Assessor	Soft and also scanned copy	Hard Copy
4.	All Photographs	Soft copy	
5.	Annexure- M (duly signed by Assessor & Training Centre)	—	Hard Copy
6.	Assessment Sheets duly signed by both Assessor & Training Centre	—	Hard Copy
7.	Tour particulars, as per proforma given, duly filled & signed	Soft copy	Hard Copy
8.	Bus/Train Tickets	Soft copy	Hard Copy
9.	Lodge Bill	Soft copy	Hard Copy
10.	Printing & Xerox Bill.	Soft copy	Hard Copy
11.	Certified voucher for Auto fares paid (Distance)	Soft copy	Hard Copy
12.	Postal receipt	Soft copy	Hard Copy



**Global SME DevNet**

Block 12, Level 2  
Om Sagar Darshan Complex  
Sector-48  
Seawoods, Nerul,  
Navi Mumbai-400 706

Email: [info@globalsme.co](mailto:info@globalsme.co)

**Contact:**

022-27712002

**Phone:**

+91 9833712377 /

+91 77387 99666

