

General Instructions and FAQs- Trainer

- Trainer participating in the self-rating exercise would be responsible for providing the details, responding the self-rating survey and providing supporting documentary proof.
- The link for the self-rating will be published on SSC NASSCOM website and shall remain open from 27 December 2019 to 7 January 2020 where Trainer can participate in the self-rating
- It is requested to provide authentic and verifiable information in the survey. Post self-rating, there will be field validation to verify the information provided by the trainer.
- It is recommended that the trainer to go through this document before participating in the self-rating exercise. In case of any further clarification or query, the trainer can write to sscnasscom@nasscom.in with their requests.

Guidelines for Trainer/Master Trainer

Background:

Given the extent of network of training providers associated with SSC NASSCOM and the number of trainees trained in the IT-ITeS sector, it is imperative to develop and adopt a “quality assurance” framework to ensure standardized quality in terms of training delivery, infrastructure and outcome. Further, SSC NASSCOM has been a leader in designing and providing next generation skill sets for future job roles in the IT-ITeS sector and creating an ecosystem where the skilling for future can take place. In this context, it would be important to implement a quality assurance framework through which the stakeholders associated with SSC NASSCOM are evaluated and ranked periodically. SSC NASSCOM aims to achieve the following objectives by developing and implementing rating framework for its training providers, trainers and assessment agencies.

- Help prospective trainees and employers in making the right decision while selecting training providers for training and employment, respectively.
- Instill a system of competition amongst training providers, trainers and assessment agencies by setting a quality standard.
- Enable SSDMs and other Government agencies in selecting the right training provider and assessment agency. Also, training providers shall be able to select quality trainers for their institutes.
- Ensure continuous improvement in quality of operations of training providers and assessment agencies, leading to establishment of a quality assurance mechanism.
- Identify the training providers who are lacking, and thus, can take corrective measures such as reducing training target, among others, to improve the overall quality of the training and thereby, the training outcome.
- Evaluate and rate the trainers based on their performance and set standards for them.
- Evaluate assessment agencies on their quality of assessment and performance.
- Create a comprehensive framework that could be used as a standard for NSDC, SSCs, and other stakeholders in the skills ecosystem.

Purpose of guideline document:

This document will provide guidance to the trainer on the following aspects of rating exercise:

- Understanding of the rating framework and parameters
- Mechanism for understanding the self-rating process
- Description of each parameter and required responses
- Necessary documentary proofs to be uploaded at the time of self-rating.

Rating Framework:

The rating framework envisaged will act as a tool for continuous evaluation of trainers associated with SSC NASSCOM and provide key insights into their quality of work. The findings from this exercise will

also help other players in the vocational training ecosystem to make decisions regarding qualified trainers.

A comprehensive framework has been designed to detail out the key parameters on which the performance of trainer will be evaluated and rated accordingly. Clear definition and identification of key parameters will help the trainer to work candidly towards maintaining the high level of performance standards and further improving their ratings.

The parameters for rating trainer is categorized in a way to evaluate the processes involved in the training lifecycle for ensuring quality delivery. Each parameter in the category is given adequate weightage for as part of rating framework.

- Qualification and experience
- Training capability
- Output

Self-rating process:

Under this exercise, trainer would have to participate in the self-rating process where they would need to rate themselves and provide substantial documentary proof in support of the rating provided against parameters.

The self-rating will be conducted through a web link published on SSC NASSCOM website and also shared with the trainer through email. The overall process to fill the self-rating survey is described in the following sections.

Self-rating survey:

1. General Information:

- The user/respondent would be required to go the link for self-rating provided by SSC NASSCOM on its website and via email.
 - The user/respondent would have to provide his/her details as required
 - In the next page, the user/respondent will be required to provide information under general inputs. This information will not be part of evaluation. However, it is suggested to provide the accurate information to facilitate better evaluation of the trainer
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- Once information is provided under general inputs, the user/respondent can move to the subsequent section of self-rating survey by clicking 'Next'.
 - In the next section, the user/respondent would be required to respond to the set of questions under categories defined above.
 - Under each question, the user/respondent would require selecting appropriate answer and provide adequate supporting documentary proof.

- There are 3 types of question where the user/respondent would require to response:
 - Type 1: Selecting appropriate rating on a scale of 3 or 5
 - Type 2: Selecting Yes/No based on the parameter question
 - Type3: Selecting appropriate options applicable to the training partner
- The following table describes each parameter, type of response and supporting document required to be uploaded:

General information		
1	Name of trainer/ master trainer	
2	Are you a master trainer	
3	Name of training partner (if applicable)	
4	Job roles taken by you	
5	No. of candidates trained in the last financial year	
6	What kind of training programme do you deliver. Please select from the given list	1. Short term training (less than 3 months) 2. Long term training (6 months or above) 3. Special projects 4. RPL 5. Graduate/ post-graduate programme
7	Do you conduct training in any Future Skills job roles, pertaining to the following technologies: 1. Artificial intelligence 2. Big data analytics 3. Cloud computing 4. IoT 5. Robotic process automation 6. Blockchain 7. Virtual/ Augmented reality 8. 3D printing 9. Social and Mobile 10. Cyber security	Yes/No

S. No.	Category	Parameter-Question	Description	Rating Criteria	List of Supporting Documents	Remarks
1	Qualification and experience	What is your highest education qualification. Choose the correct option from the given criteria		5 - Post graduate-MA/MSc/MCA/MBA/MTech 4 - Bachelor's Degree-BA/BSc/BTech/BCA 3 - Diploma holder 2 - 12th 1 - Below 12th	Highest education certificate/degree	Mandatory response and upload
2	Qualification and experience	What is your total teaching experience in the IT/ITES sector (Include both academic and vocational training experience). Choose the correct option from the given criteria	Teaching experience in academic institutes, vocational training institutes and corporate training can be included for this parameter	5 - 10 or more years 4 - 5-10 years 3 - 4-5 years 2 - 2-4 years 1 - 0-2 years	Experience certificate/employment letter for all organizations	Mandatory response and upload
3	Qualification and experience	What is your total industry experience	Vocational training experience or internship experience cannot be included for this parameter. Self-employment experience can be counted in industry experience	5 - 10 or more years 4 - 5-10 years 3 - 4-5 years 2 - 2-4 years 1 - 0-2 years	1. Experience certificate/employment letter for all organizations 2. Any online record for self-employment	Mandatory response and upload
4	Qualification and experience	Have you been certified by SSC NASSCOM for your job role?	Successful certification of the trainer is considered mandatory for majority of the government funded programmes.	1 - Yes 0 - No	SSC Certificate copy	Mandatory response and upload in case respondent choose Yes In case the response is

						No, Upload not required
5	Qualification and experience	How many training programmes. certifications have you completed/ undertaken in the last financial year	The following types of training can be considered for this parameter: 1. Training by SSC/ NSDC 2. Internal training programme conducted by training providers 3. Online training/ self-paced learning programmes 4. Training programmes conducted by industry 5. Trainer certification in any technology	5 - 4 or more training programmes 4 - 3 training programmes 3 - 2 training programmes 2 - 1 training programmes 1 - 0 training programmes	Organization's certificate on internal trainings attended. Training completion certificate or training participation certificate for external trainings	Mandatory response and upload
6	Qualification and experience	How many QPs do you deliver training in?	If you are delivering training in more than 1 QP under IT/ITES sector then rate yourself 1, else 0	1 - More than 1 QP 0 - 1 QP	SDMS data reflecting the number of batches uploaded with you as the trainer	Mandatory response and upload
7	Training capability	Do you conduct formative assessments/ class tests/ mock assessments during the course of training?	Formative assessments are internal assessments conducted during the course of training to assess the progress of the participants.	1 - Yes 0 - No	Formative assessment tracker (signed and stamped by center head) for batches trained by you in the last financial year	Mandatory response and upload in case respondent choose Yes In case the response is No, Upload not required

8	Training capability	<p>How many of the following tools do you use for training:</p> <ol style="list-style-type: none"> 1. Case studies 2. Scenarios/ Activity based learning 3. Multimedia content 4. Simulators/ Software for training 5. Online content 6. Hackathons 	<p>This parameter assesses trainer's ability to use tools and aids in the training delivery</p>	<p>5 - more than 5 4 - any 4 or 5 of them 3 - any 3 of them 2 - any 2 of them 1 - any 1 of them</p>	<p>Training delivery plan or facilitator manual highlighting the mode of delivery of training and the tools used for the same. This does not include the facilitator manual provided by SSC NASSCOM</p>	<p>Mandatory response and upload</p>
9	Training capability	<p>Do you have industry certification in any job role that is part of the future skills job families?</p>	<p>The job roles in future skills are related to the following areas:</p> <ol style="list-style-type: none"> 1. Artificial intelligence 2. Big data analytics 3. Cloud computing 4. IoT 5. Robotic process automation 6. Blockchain 7. Virtual/ Augmented reality 8. 3D printing 9. Social and Mobile 10. Cyber security 	<p>1 - Yes 0 - No</p>	<p>Copy of relevant industry certificate</p>	<p>Mandatory response and upload in case respondent choose Yes In case the response is No, Upload not required</p>

10	Output	<p>What is the average dropout rate of candidates in the batches trained by you in the last financial year? Select the appropriate slab from the given options.</p>	<p>Parameter evaluating average drop out from the IT/ITeS batches from enrolment to training completion in last financial year. Dropout percentage to be calculated as per the below mentioned formula: $100\% - (\text{No. of trainees assessed} / \text{No. of trainees enrolled}) * 100\%$</p>	<p>5 - Less than 5% 4 - 5% to 10% 3 - 10% to 15% 2 - 15% to 20% 1 - More than 20%</p>	<p>SDMS data reflecting the number of batches uploaded with you as the trainer. The data should capture the following information: 1. No. of candidates enrolled 2. No. of candidates assessed 3. No. of candidates dropout in training Please share internal MIS data for batches that are not reported on SDMS</p>	<p>Mandatory response and upload</p>
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11	Output	What is the average pass/certified percentage of the batches that you have trained in the last financial year? Select the appropriate slab from the given options	Percentage of candidates getting passed/certified in the third-party assessment in last financial year. To be calculated as per the following formula: (No. of trainees cleared assessments/ No. of trainees appeared in assessments)*100%	5 - More than 90% 4 - 80% to 90% 3 - 70% to 80% 2 - 60% to 70% 1 - Less than 60%	SDMS data reflecting the number of batches uploaded with you as the trainer. The data should capture the following information: 1. No. of candidates completed training/ appeared in assessment 2. No. of candidates cleared assessments Please share internal MIS data for batches that are not reported on SDMS	Mandatory response and upload
12	Output	What is the average placement percentage of the batches that you have trained in the last financial year? Select the appropriate slab from the given options	Placement of candidates trained in IT/ITeS job roles in last financial year. To be calculated as per the following formula: (No. of trainees placed/ No. of trainees cleared assessments)*100%	5 - More than 90% 4 - 80% to 90% 3 - 70% to 80% 2 - 60% to 70% 1 - Less than 60%	SDMS data reflecting the number of batches uploaded with you as the trainer. The data should capture the following information: 1. No. of	Mandatory response and upload

					candidates cleared assessments 2. No. of candidates placed Please share internal MIS data for batches that are not reported on SDMS	
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