

Assessor Guide

Tyre Fitter-Servicing and Maintenance

Qualifications Code: RSC/Q3601

Sector: Rubber Skill Development Council

Sub-sector: Tyre

Occupation: Tyre Servicing / Maintenance

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This Assessor Guide is a manual used by an assessor for conducting and evaluating assessments. An Assessor Guide is based on a QP/NOS and gives a clear standard operating procedure on how one must assess a specific qualification. The purpose of the Assessor Guide is as follows:

- It clearly states how the qualification will be assessed and provides details on the assessment events, processes and instruments that will be used. It also details the possible outcomes of the assessment
- It details how the relevant occupational national standards (NOS) and the irrespective assessment criteria shall be assessed using mapped items in a test form
- It serves as a guide for the trainer in their course delivery as they prepare the candidates for the assessment. It also assists candidates in undertaking preparation for the assessments

Sector Skill Councils (SSC's)

Sector Skill Councils (SSC's) are industry-led bodies, who would be responsible for defining the skilling needs, concept, processes, certification, and accreditation of their respective industry sectors. The SSC's shall prescribe the NOS's and QP's for the job roles relevant to their industry.

National Occupational Standards (NOS)

National Occupational Standards (NOS) describe best practices by bringing together performance criteria, knowledge and skills about a job role. National Occupational Standards are valuable tools to be used as benchmarks for qualifications as well as for defining job roles. Each NOS defines one key function in a job role.

Qualification Pack

A set of NOS, aligned to a job role, called Qualification Pack, would be available for every job role in each industry sector. SSC's aim to create a qualification pack for every popular job role which further drives both the creation of curriculum, and assessments. NOS's and QP's for job roles in various industry sectors, created by SSC's and subsequently ratified by an appropriate authority, would be available online and updated from time to time. QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code

QP/NOS details and codes

Tyre Fitter-Servicing and Maintenance - RSC/Q3601 -Rubber Skill Development Council		
1.	RSC/N3601	Prepare material, tools and machine for tyre fitter servicing/maintenance
2.	RSC/N3602	Undertake tyre fitter servicing/maintenance
3.	RSC/N3603	Perform post-tyre servicing/maintenance activities
4.	RSC/N5001	Carry out housekeeping in rubber product manufacturing
5.	RSC/N5002	Carry out reporting and documentation
6.	RSC/N5003	Carry out quality checks
7.	RSC/N5004	Carry out problem identification and escalation

8.	RSC/N5007	Carry out health and safety
9.	RSC/N5013	Develop entrepreneurship skills

Purpose of Assessment

Assessment aims to collect evidence and make judgments on whether a competency has been achieved, to confirm that an individual has to perform to the standards expected in the workplace, as indicated by the relevant supported industry/enterprise occupational standards of a Qualification Pack.

What is an assessment?

“The process of collecting evidence and making judgments on whether competency has been achieved to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of an accredited course.”

Description of Candidates

- Minimum Educational Qualifications - Class VIII th Pass
- Maximum Educational Qualifications-
- Minimum Job Entry Age -18years
- Experience - Worked as a semi-skilled helper for minimum 12 months in the same or similar process

Eligibility criteria of Assessor for the domain Job role

QP Code	Job Role Name	Job Role Description	Minimum Education Qualification Required	Minimum Education Specialization (Including Class / Stream)	Minimum Professional Experience Required (in months)
RSC/Q3601	Tyre Fitter-Servicing and Maintenance	A Tyre Fitter-Servicing and Maintenance is responsible for fitting different types of tyres (new/used/replacement) to the rim. Tyre fitment can be made as a part of service sector (manufacturing of automobile /or in the market) or in-house in the tyre manufacturing plant for testing such as plunger and wheel testing. Also, he is responsible for carrying out proper tyre inflation and maintenance.	ITI Course	Any Stream in engineering	60 Months

Assessors' Personal Attributes : Adequate job role knowledge, good Aptitude or inherent ability for conducting Assessment. He must ensure be capable of assessing the students covering the entire job role activities of processing, safety , quality ,house keeping, problem identification and solving . Assessor must ensure he restricts his assessment purely on the theory and practical knowledge acquired during the training program and must be honest in conducting assessment. He should have good communication skill.

Description of Professional Experience Required: The assessor should have relevant experience in domain and knowledge about equipment and machinery which is used for the job role. Experience /Exposure required in the relevant sector and on the particular Job role for which he/she is conducting an assessment.

Assessor's Responsibilities:

Assessor will ask the candidates to perform certain pre-defined tasks (which will be delivered to the assessor using a computer/tablet) and then assessor will evaluate if the candidate is able to perform the designated task. Evaluation will be on pre-defined objective criterion which will ensure standardization across assessor evaluations.

Assessors will play a vital role in successfully delivering assessments. The effectiveness and credibility of the certification would depend on competence, professionalism and integrity of the assessors.

An effective system needs to be in place to ensure the competence of assessors by establishing, implementing and maintaining procedures for qualifying and monitoring the performance and competence of the assessors involved. In particular, SSC and Assessment agency shall review the performance and competence of assessors in order to identify and streamline any gaps in the process

ASSESSMENT SPECIFICATIONS

Domain Infrastructure Equipment, Tools, Consumables

Technology Infrastructure

Minimum 8 number of tablets to be assigned for every assessment by the AA for the batch of 30 students.

Back up of assessors and proctor will be kept to be sent to the assessment centre in case the first set of assessors is not able to fulfill his commitments.

It is the TC's responsibility to ensure that candidates have access to the required infrastructure:

1. Minimum required internet bandwidth (2-4 Mbps), or internet bandwidth as indicated by the AA
2. A working and sufficiently charged computer/laptop/tablet with webcam or front camera
3. The device is compatible and has the browser requirements needed for the assessment.

Assessment Criteria

An important part of the creation of the QP is assigning assessment criteria to the various performance outcomes expected from the candidate.

Under the Assessment Criteria in QP/NOS, PCs are allotted against the following four methodologies:

- **Theory:** A theory assessment is a written/digital question paper that aims at assessing the knowledge of the candidate
- **Practical/Viva:** A practical cum viva assessment assesses the practical application/hands-on ability demonstrated by the candidate. In addition to evaluating theoretical knowledge, this method also allows for the assessment of soft skills, bodylanguage, etc.

Preferred 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:

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

Assessment Methods and Instruments

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

I. Centre-based digital assessments

The summary table below details these broad categorizations into various modes of assessments. SSC’s must examine the above-mentioned factors influencing assessments and determine the most appropriate mode of assessment delivery for every assessment.

Mode	No.	Description	Assessor	Proctor	Internet
Centre Based Digital Assessment (Online or Offline)	1	Applicable for Job roles for which domain infrastructure may be required for assessment – to be assessed by an Assessor on-ground supported by Proctor	Yes (on-ground)	Optional	Online or Offline
	2	Applicable for Job roles for which competency can be assessed online and auto-scored	No	Yes (on-ground)	Online or Offline
Centre-based non-digital Assessment	3	Applicable for Job roles where competency can be assessed remotely, through video recordings captured by Proctor (on- ground).	Yes (remote)	Yes (on-ground)	Online or Offline

	4	Cases where in theoretical knowledge are tested using pen-and-paper and practical skills are assessed by the Assessor	Yes (on-ground)	Optional	Offline
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Note:

- All digital assessments must have a minimum proctoring requirement of a secure-browser. Wherever there is no proctor on-ground, AI-enabled auto-proctoring should be used.
- Internet connectivity of a minimum of 2Mbps is required to support digital online Assessments.
- Internet usage during assessment enables real-time upload of information. In case of non availability of the internet – information and data logs are recorded and synced with the Server when the internet is available.
- Wherever no internet is available for the conduct of a digital assessment, a proctor must necessarily be present on-ground.
- All modes of assessments where there is no requirement of an assessor (Mode 1 and Mode 4) refer to those assessments that are auto-scored by system intelligence.

The categorizations and their use-cases are detailed below:

I. Centre-based Digital Assessment (online or offline) are those assessments that are undertaken at a Centre (Training centre), 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 the internet) or offline (using LAN or pre-loaded software), depending on the availability of the 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 the 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 candidate by the Centre/Assessment Agency
 - Internet is available at the Assessment location at the required bandwidth and speed of the technology platform (online) and when the internet is not available (offline)
 - An assessor is required to evaluate the assessment
- There is a mandatory requirement to conduct a centre-based assessment

II. Centre-based non-digital Assessment is 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 candidate’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 candidates and the proctor

Assessment Venue

An Assessment Centre is a location fully equipped with domain infrastructure, tools and consumables, where the assessment of candidates may be undertaken. Training Centers can be independent facilities; a candidate's training location, or any other location fit for the conduct of assessment in the specified domain.

Responsibilities:

1. **Assessor and/or proctor verification:** The Assessment Centre should check the original government photo ID and verify the identity of the deputed assessor(s) and/or proctor(s).
2. **Coordination:** The Assessment Centre needs to coordinate and respond in a timely manner to the AA and SSC to confirm the schedule of assessment, availability of infrastructure, equipment and consumables, language preferences and any other requirement. The Assessment Centre also needs to coordinate with the TC to ensure candidates shall be present for assessments.
3. **Infrastructure requirement at Assessment Centre:**
 - Minimum required internet bandwidth (2-4 Mbps), or internet bandwidth as indicated by the AA
 - Sufficient computer systems/laptops/tablets/mobile phones with webcams/front cameras to cater to the assessment for candidates in a batch
 - Compatible and up-to-date browsers as per the requirement shared by AA on devices to be used for assessment
 - Camera or appropriate equipment to capture live feed of assessment
 - Creating a cheat-proof environment for assessment
4. **Domain infrastructure, equipment & Consumables:** The Assessment Centre should ensure that the domain infrastructure, tools, equipment and consumables are available as per the assessment requirements for the sector and job role.
5. **Documentation:** The Assessment Centre is required to complete the documentation and compliance requirements for assessment.
6. **Proctoring:** The Assessment Centre needs to ensure staff is available on the ground for technical support and invigilation on the day of assessment

Ownership Matrix of Assessment Activities:

Stage	Activity	Ownership		
		Sector Skill Council	Assessment Agency	Training Centre
Pre-Design	Developing QPs/ NOS and PCs	p		
Design	Creation of Assessment Blueprint	p		
	Development & Validation of Question Bank	p	p	
Plan	Selection & Performance Evaluation of AAs	p		
	Empanelling Assessors/ Proctors		p	
	Training & Certification of Assessors	p		
	Training of Proctors		p	

Execution	Coordination	p	p	p
	Availability of Domain Infrastructure, Equipment & Tools		p	
	Providing Assessment Platform	p		
	Ensuring genuine candidates			
	Candidate Verification		p	
	Candidate Orientation		p	
	Execution of the Assessment Process		p	
	Invigilation		p	
	Documentation and Compliance		p	
	Evidence Collection		p	
Post-Assessment	Feedback Collection		p	
	Result Upload		p	
	Result Approval	p		
	Certification	p		
Quality Assurance	Monitoring of the Assessment Process	p		
	Item Review & Analysis	p		
	Grievance Redressal	p	p	

Duration of Assessment

The time duration of the assessment should take into account time requirements for various sections (theory/ practical/ viva) and can be calculated in the following ways:

NSQF Level: The time duration for a complete test can also be pre-determined based on the NSQ F level. The recommended test duration for the **Theory exam ranges between 60minutes to 180minutes** across all NSQF levels. The actual duration should be determined by the SSCs depending on sectoral needs.

Simultaneous vs. individual Allocation for Candidates: The time allocation of all assessments in which candidates cannot simultaneously sit for the theory, practical, viva, etc., need to be taken into consideration while determining the total duration of the assessment. The duration of the assessment is a summation of the time where in the candidates are assessed together (usually theory examination), and the time allocated for assessment of individual candidates (usually practical and viva).

Based on the above, SSC's should identify ideal batch sizes for the job roles under their purview based on the time required for assessment.

This shall help indicate whether an additional assessor may be required to be sent, or if the assessment to span multiple days. In general, the average batch size is approximate as follows:

Job role type	Approximate batch size	Remarks
Short term training	25 to 30	Additional time or additional assessor required for a batch bigger size than 30
RPL	45 to 50	Additional time or additional assessor required for a Batch bigger size than 50

Sequence of Activities in the Assessment

The section below details the various tasks that must be undertaken for administering an assessment and the stakeholder primarily responsible for the task.

Before the Conduct of Assessment

S. No.	Tasks	Responsibility
1	Initiate Request for Assessment to SSC on Skill India Portal specifying the following: <ol style="list-style-type: none"> i. Batch details ii. Language preference iii. Any special assistance requests (reader/ writer/ time consideration) iv. Preferred mode of assessment (indicating internet & power availability) 	Training Centre
2	Review request and allocate the following actors for assessment: <ol style="list-style-type: none"> i. Assessment Agency 	Sector Skill Council
3	Accept the assessment request on Skill India Portal and ensure the following: <ol style="list-style-type: none"> i. Allocation and acceptance of batch by Assessor and Proctor ii. Necessary travel arrangements for Assessors/Proctor, wherever applicable iii. The readiness of assessment interface iv. The readiness of devices, if any v. The readiness of test form, in the language of choice vi. Coordination with stakeholders to enable the smooth administration of the assessment. Communication of Assessor/ Proctor with Training Center 24 hours before the start of the assessment. vii. The arrival of the Assessor/ Proctor at the stipulated time (if applicable) 	Assessment Agency
4	Ensure the following are in place as per the requirements of the SSC and AA: <ol style="list-style-type: none"> i. IT infrastructure including network connectivity ii. Domain and general Infrastructure iii. Domain tools and equipment in adequate quantity iv. Consumables in adequate quantity 	Training Center
5	Ensure all candidates are apprised of all the conditions underpinning the assessment and all expectations from their end	Assessment Agency with Training Center

During the Conduct of Assessment

S. No.	Tasks	Responsibility
1	Candidate level compliances: i. Travel logistics (if applicable) ii. Reporting of candidates at the reporting time iii. Availability of genuine candidates as per SIP List	Training Partner
2	Verify the identity of the assessor/ proctor by scrutinizing Government ID proof.	Training Center
3	Ensure Assessor/ Proctor arrive 30 minutes prior to the scheduled time	Assessment agency
4	Candidate checking with the any Govt ID Proof (Aadhar Card)	Assessment agency
5	Ensure the following: i. Candidate verification ii. Candidate Orientation for assessment	Assessor/Proctor
6	Ensure the assessment is video-recorded and stored	Assessment agency
7	Evaluation of candidate's competencies (practical cum viva, theory, any)	Assessor
8	Ensure all assessment data and evidence is collected and stored as per the guidelines	Assessment agency
9	Managing observers on the day of assessment	Training Center
10	Ensure a conducive environment for the assessment	Training Center
11	Ensure conduct of assessment in a compliant manner and report any misconduct	Assessment agency
12	Documentation requirements and feedback collection	Assessment agency
13	Surprise audits and monitoring activities	SSC
14	Observation visits and surprise checks	NSDC/SSDM/DSC
15	Report to the concerned stakeholder for any non-compliance	NCVET/SSC

Post Conduct of Assessment

S. No.	Tasks	Responsibility
1	Review documentation from the day of assessment	AA
2	Uploading scores	AA/ASSESSOR
3	Result Validation	SSC
4	Results sharing with TC/TP and candidates and certificate generation	SSC
5	Provide assessment reports and analysis to SSC after each assessment	AA
6	Monitoring and analysis of assessment data, TAT compliance of AA	SSC
7	Distribution of results and certificates to candidates	Training Center
8	Report any non-compliance within the stipulated timeframe	All
9	Address grievances and/ or queries	All

Turnaround times for the Assessment

Assessment Timelines

All assessments should be scheduled using the centralized technology platform (Skill India Portal). The scheduling process involves multiple stakeholders such as the SSC, Assessment Centre, AA, Assessors and Proctors. The recommended timelines for each stakeholder for taking requisite actions on the portal are covered in the table below:

S.No	Procedure Guidelines	Stake holder	Timelines	Remarks
1	Each batch will be assigned to the affiliated assessment agency	SSC	5 days from the date of upload on SIP	
2	Respond with the acceptance or non-acceptance for conducting assessments by email and on Skill India Portal	AA	2 working days	
3	If the AA does not accept, another AA needs to be identified	SSC	2 working days	
4	Post acceptance, the AA will have assigned a batch to certified assessor before 3 days from its approved pool of assessor listed on Skill India Portal	AA	3 working days	
5	Assessor mandate to accept the batch within 24 Hours on SIP for the assessment.	AA+ Assessor	24 Hours	
6	Details of the concerned training center and the assigned assessors (With Unique Identification number) should be shared with the SSC along with operational plan.	AA	2 working days	
7	Details of Assessment Plan shared from SSC to Training Partner keeping loops with AA Team	SSC	2 Working Days	
8	Share Attendance Sheet, Annexure M Feedback from duly signed & Stamp by TP, photos (HD image and videos of the assessments.	AA	5 days from the assessment day	
9	Assessor will upload the assessment marks on Skill India Portal.	Assessor	5 working days post completion assessment	
10	Post conduct of the assessment, the assessment agency will upload the result along with the original assessment sheet and attendance sheet, physically as well as electronically , Photos (10 photos) and video (5 Video) & One Group Photo on Google Drive path (Monthly basis) and share the mail to SSC.	AA	7 working days post completion assessment	

11	AA will review and validate the assessment marks on SIP and will provide the NOS wise result of each candidate of the batch.	AA	2 working days	
12	The SSC will validate the results received from the AA and approve the same on SIP	SSC	5 working days	
13	In case of any discrepancy in result prior to approval by SSC, reevaluation of the result by assessment agency or reassessment of the batch, depending upon the decision of the SSC	SSC		

It is recommended that all evidence be stored digitally for at least 10 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: Candidate attendance should be captured through the bio- authentication device already put in practice for PMKVY STT batches, or through a geo-tagged and time-stamped image of the candidate along with an image of the ID card.
2. Assessment logs: For all digital assessments, assessment logs should be stored. A sample assessment log is annexed (Annexure 3) of Assessment Processes and Protocols: Guide for Short-Term Skill Training Programs
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 AA's 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 candidates taking an assessment with their details and images
 - Live assessment logs for ongoing assessments

CONDUCT OF ASSESSMENT

Instructions for Assessors

Assessors must be apprised on:

- The appropriate means to score candidates on competencies demonstrated
- The conduct of assessments in alignment with the Assessor Guide
- The assessment platform/technology on which the assessment is administered
- The questions and environments created for the assessment
- Specific requirements depending on the type of assessment (using technology such as AR/VR, conducting assessments remotely, etc)
- Scheme-specific documentation and compliance requirements
- The standard operating procedure to raise complaints or malpractices

Instructions for Candidates

Before the Test

- The assessments can be conducted on a computer/tablet. The candidate should review the system (hardware and software) compatibility requirements for the assessment before starting the test.
- The candidate must also close all other programs, chat windows, screen savers etc. on their computer/laptop before starting the exam.
- The candidate must keep handy the 'Aadhar Card' or any other ID proof issued by Government to enable personal verification by the System/Proctor. The candidate may not be allowed to take the assessment without personal verification.
- The candidate will not be allowed to use any other electronic device during the test.
- If taking the test from a location other than a test centre, the candidate should determine a comfortable location from where to attempt the test. They should select a location that is airy and has ample light, and one where they are likely to not be disturbed during the duration of the test
- Sample tests/ walk-through will be provided to the candidate by the AA for helping them understand the test platform and check the system compatibility with the test platform.

During the Test

- The candidate must access the assessment link at the stipulated time (as mentioned in the invitation email).
- Candidate must enter correct details like Name, ID etc. in correct fields. Any mismatch in the same might lead to the cancellation of their attempt.
- The candidate must read the instructions carefully, take note of the time of the exam, navigation through the questions, important tabs to use while submitting, reviewing the questions etc.
- The assessment is timed and will automatically shut down after the time is over. The candidate should keep an eye on the clock and keep working through the questions.
- The candidate will be provided with the opportunity to review your submissions/responses before finishing the assessment. It is advised that candidates avail this opportunity before completing their test.
- In case of a power failure, while attempting the test, the candidate would be able to log back in and resume the test from the point where they got disconnected. All the previous answers would automatically get saved. The candidate will not be penalized for the time lost.
- During the exam, sophisticated proctoring software will monitor the candidate's activities throughout the test.
- The candidate must ensure their device camera is switched on throughout the duration of the test.
- This software will record the feed for any red flags that indicate malpractice using advanced audio & video analytics. Multiple red-flags or warnings during the test might lead to the candidate being logged out of the test.

Key Don'ts that candidates must avoid

- Non-adherence to these instructions, rules and regulations, might lead to the candidature being cancelled. As such, candidates are strongly advised to not resort to any unfair practices during the exam.
- In case of any issue during the exam, the candidate can connect with the Proctor as well as the phone, email helpline details provided in the test invitation.

<ul style="list-style-type: none">❌ Search solution to the question(s) on the Internet❌ Seek help from others available around the room❌ Copy the questions/ take screenshot/take pictures from the mobile❌ Browse other websites❌ Use of documents/tool/tutorials/e-books available on the computer❌ Copy-paste text	<ul style="list-style-type: none">❌ Use screen-share, any desk type tools to provide remote access❌ Use of any device, apart from the device on which assessment is being administered❌ Plug another monitor/ keyboard/mouse into the existing system❌ Look away from the test screen❌ Not be present in front of the screen❌ Change IP by logging in from another system
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Knowledge Assessment Checklist

A job knowledge test is an assessment used to judge an individual's knowledge about the various aspects of a specific job Role. A job knowledge test will assess the person's factual knowledge about the job role as well as his or her procedural knowledge. As prescribed and designed by NSDC a checklist should follow to assess a candidate Knowledge of the specific job role.

Assessment Results

- Once the testing of candidates is completed, the results have to be synched with the central servers. The same has to be done as soon as internet availability is possible.
- Duration by which the test results will be shared with the SSC will depend on the medium of delivery of the test
- In case test is delivered using a computer/tablet the test results will be shared with the SSC within 2 days of date of assessment
- In case test is delivered using a paper pencil test the results will be shared with the SSC within 4 days of date of assessment
- Data for the assessments will be stored for 10 years as per norms laid down

GRM (Grievance Redressal Mechanism)

NCVET Notification mandates:

- Recognized bodies to redress grievances of their respective aggrieved persons, including payment of monetary compensation; and
- Redressal relating to entities to aggrieved the conduct persons by NCVET against certain of recognized bodies or training

Objectives of GRM

- To ensure that grievances, complaints and concerns are addressed and resolved in a fair, transparent and easily accessible manner in stipulated time frame in order to achieve the goals of restoring positive relationships with affected stakeholders
- To be responsive to the concerns/complaints of beneficiaries and to address and resolve their grievances
- To serve as a conduit for soliciting inquiries, inviting suggestions, and increasing stakeholder's participation
- To improve on ground impact of NCVET regulation
- To deter fraud and corruption and mitigate operational risks
- To enhance the trust among stakeholders

Types of Grievances:

Complaints directly at NCVET:-

- AB against AB
- AB against AA
- AA against AB
- Complaints against NCVET

Complaints by Learners/Stakeholders:-

- At the TP against all forms of institutions and service delivery
- At any other level

Complaints by TP:-

- Against AB
- Against AA

Grievances Handling Principles

- **Validity:** Assessing the actuality of complaint, whether the complainant is affected or not
- **Privacy and confidentiality :** Keeping the complainant identity confidential and sensitive information to be released in secrecy
- **Impartiality:** The proceedings and the committee members must stick to the issue, partiality must be avoided
- **Legality:** All actions taken must be in the premises of legal and formal procedures
- **Action oriented:** The decisions and actions to be taken should be feasible and effective
- **Satisfaction of Applicant:** The decision made to the extent possible must be acceptable to the grievant
- **Appeal:** The right of appeal is available to the complainant to the successive level of GRM and so on to the court.
- **Security/Fear of Reprisal:** The complainant must not feel any fear of reprisal due to lodging the complaint
- **Timeliness:** The grievance resolution process should function in a timely manner and the committee is bound to resolve the issue within the specified period of time.
- **Fair and Transparent:** The grievant has the right to access the information and proceedings of decision making

Code of Conduct

Assessment Agencies

It is the duty of the AA to ensure that:

- Potential forms of conflict of interest in the assessment process and/or outcomes are identified, and appropriate referrals are made, wherever necessary
- Assessments are conducted within the boundaries of the assessment system policies and procedures
- Candidates are informed of all known potential consequences of assessment decisions, prior to the assessment
- All forms of harassment are avoided throughout the assessment process and in the review and reporting of assessment outcomes
- Personal or interpersonal factors that are irrelevant to the assessment of competence do not influence the assessment outcomes
- Evidence is verified against the rules of evidence
- Assessment decisions are based on available evidence that can be produced and verified
- Confidentiality is maintained regarding assessment decisions/outcomes and records of individual assessment outcomes are only released on the explicit instructions of the SSC

Assessors

The following is the code of conduct for an assessor:

- Be fair and unbiased to all candidates
- Be respectful to all candidates. Do not belittle or degrade candidates.
- Display trust and integrity. Integrity means to carry out duties as an Assessor in a morally correct manner
- The assessment should be conducted only on pre-defined criteria;
- Seek consent from candidates before undertaking any recordings. The need for any such evidence must be explained to the candidates
- Potential forms of conflict of interest in the assessment process and/or outcomes should be identified, and appropriate referrals should be made, if necessary
- All forms of harassment should be prohibited throughout the assessment process and in the review and assessment outcome
- Assessments should be assessed objectively on defined rubrics and scoring matrices. Personal or interpersonal
- Assessments should be conducted within the boundaries of the assessment system policies and procedures
- Confidentiality should be maintained regarding assessment decisions/outcomes and records of individual assessment outcomes
- The assessor shall not indulge in malpractice in any form. The assessor shall not accept gifts, bribes or hospitality for any reason or purpose; nor show favour or disfavour to anyone. The assessor shall not use his/her official position to secure unwarranted privileges for him/herself, family, business associates, or any other person wherein said member benefits directly or indirectly
- Smoking, arriving drunk at work, chewing tobacco, gutka, chewing gums, betel nuts on the premises of the assessment centre is strictly prohibited.

APPENDICES

Code of Practice for Assessor

- The assessment would be conducted by the assessor in qualified trade subjects only, on the given date, time and location assigned by Assessment body without any influence or pressure.
- The assessor shall be fair, truthful, sincere, honest and discreet in his work.
- He will conduct the assessment in affair manner with no prejudice or favour towards any candidate.
- He will maintain the confidentiality of all documents including the question paper given to him by Assessment body.
- He will assess and mark every candidate based on his knowledge, performance and application of the same.
- He will report any malpractice or other issues concerning the Assessment agency on the same day of assessment.
- He will complete all necessary documents on the same day at the Testing Centre venue, immediately after the Assessment is over and submit the result to Assessment body.

List of Tools, Equipment and Supplies

Equipment*

- PowerPoint presentation
- LCD projector
- Computer Systems
- LCD screen
- Whiteboard
- White Board markers
- Pointer. Etc...

Supplies and Tools*

Air compressor, electric motor, hand pump, knife, hand buffing machine, awl , hand stitchers, crowbars , hydraulic assembly for removing used tyre from rim etc.

Marks Allocation/ Marking Scheme

The marks allocation for each PC is present in the Qualification document. Marks can be further allocated against questions based on PCs or based on difficulty levels. Some samples are below:

Difficulty	No. of Questions	Marks per Question	Max. Marks	Nature of questions
Easy	X	A	X*A	Multiple choice
Medium	Y	B	Y*B	Multiple choice
Difficult	Z	C	Z*C	Constructed Response
Total Marks	X+Y+Z	A+B+C	Sum of marks as perQP	

NOS	PC Details	Allotted
1	PC1. Check for ground compactness and leveling	a
	PC2. Check for all required scaffolding material, hand tools and consumables.	b
2	PC3. Wear and use required safety gadgets following trade	c
	PC4. Place and position sole boards as per marking.	d
	PC5. Erect and dismantle scaffold of 3.6-meter height within	e
	PC6. Carryout proper housekeeping.	f
	Total Marks	a + b + c + d + e

Extrapolation of Scores

- **Passing Criteria:** The passing criteria for each job role should be considered as per the guideline or according to NSQF level. Candidates should obtain passing marks in each NOS along with aggregated passing marks in the assessment.
- **Partial Marking:** Partial marking is awarded when the answer to an item received from a candidate is incomplete or partially correct. There should be strict guidelines for partial marking on an item. Is partial marking permitted? If yes, then what are the rules for partial marking? In assessor-evaluated assessments, assessors need to be provided rubrics that clearly delineate the rules for marking.

Candidate's Appeal Form for re-evaluation/ re-assessment

Re-Evaluation

A re-evaluation request is an appeal made by a candidate for a review of the scores obtained on an assessment. The assessment is re-evaluated by a subject matter expert on the evidence collected (including theory, practical, viva or any other component) and the summary of scores obtained. The outcome of a re-evaluation may lead to no change in scores reported, an increase in scores or a deduction in scores.

Timeline:

Deadline for Application	10 working days after the release of results
Acknowledgement	3 working days after the receipt of the completed application
Written Outcome	30 working days from the date of acknowledgement

How to Apply: A candidate may apply directly for re-evaluation. A re-evaluation request can be lodged a maximum of 1 time.

Fees: As prescribed by the SSC as per the common Norms category.

Re-Assessment

A re-assessment, or repeated assessment, is available for all those candidates who may have been absent or may have failed the initial assessment. The re-assessment occurs at a date after the assessment and is conducted by an AA who did not conduct the initial assessment.

Timeline:

Deadline for Application	15 working days after the release of results
Acknowledgement	3 working days after the receipt of the completed application
Re-assessment	Within 90 working days from the date of acknowledgement

How to Apply:

A training partner may apply directly for reassessment on the Skill India Portal. Centers may apply on behalf of the candidate only with the consent of the candidate.

Fees: Complete Assessment fee as per the CCN category