

**Protocols for
Affiliating Training
Providers**

By

**Power Sector Skill Council
(PSSC)**

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Introduction: Power Sector Skill Council (PSSC)

Power sector skill council (PSSC), a not for profit organisation, registered under the society registration act 1860. The council has been promoted by Central Electricity Authority (CEA) on behalf of Ministry of Power, Ministry of New and Renewable Energy (MNRE) and Indian Electrical & Electronics Manufacturers Association (IEEMA) with financial support by National Skill Development Corporation (NSDC). The Key objectives of the PSSC is to ensure that skilled and certified man power in adequate number is made available across various segments of this industry. The PSSC will create a dynamic labour market information system (LMIS) to keep track of the labour market, will identify skill gaps, and frame occupational standards in order to facilitate development of practical and high quality training content. For the purpose of skill development the scope of the Power Sector Skill Council (PSSC) would cover the following segments jointly referred as Power Industry:

1. Power Sector: Electricity Generation (Thermal, Hydro, Gas, Nuclear), Transmission, Power System Operations and Distribution.
2. Renewable Energy Sector
3. Power Equipment Manufacturing Sector

Objectives of PSSC

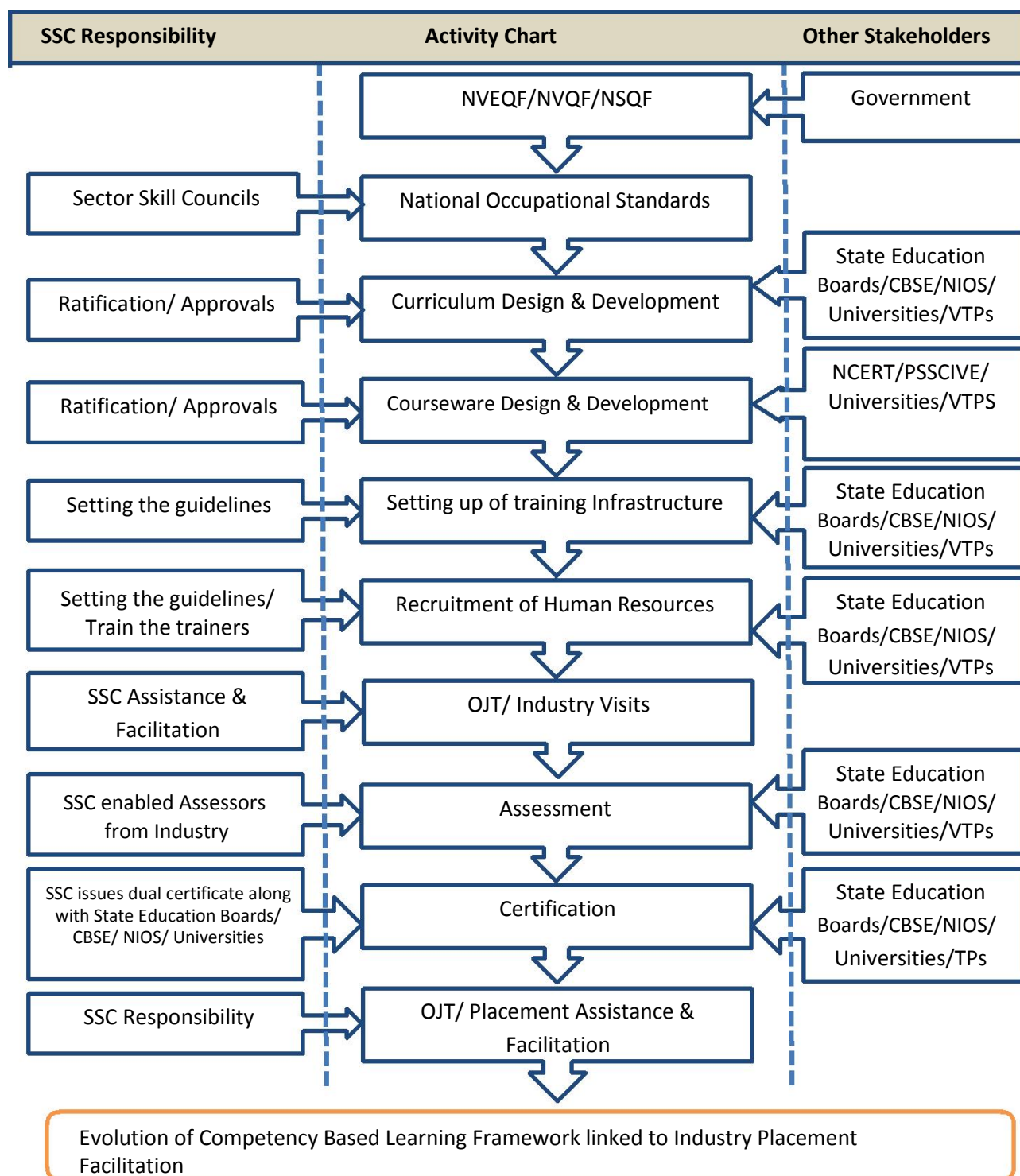
The mandate of PSSC is to-

- Collate and disseminate labour market information with respect to number of people getting direct and indirect employment in various areas of the industry.
- Research and aggregate skill requirements of the Industry including sub-sector requirements, regional requirements and international trends and best practices that can be introduced in the domestic skill development space.
- Create skill database of the current and future skill requirements, both in terms of numbers as well as types of skills and investigating the underlying reasons for skill gaps.
- Identify changing technologies in the sector and collate technology specific skills which may be required in future. Besides technical skills, list out soft skill requirement in terms of content, the depth of coverage required and practical training requirement etc. and lead the drive to boost skill development to improve productivity, growth & employment

- Regulate the skill development activities in the Industry including development of National Occupational Standards and qualifications. It will collaborate with the industry to map typical job profiles, develop the occupational and competency standards for each of the job profiles / roles in the industry, and the career path for all role holders.
- Build Capacity for training delivery: Directly influence the planning & funding of education & training across India, working within the distinctive arrangements in each nation. Help in developing training curriculum and assessment criteria, identify institutes who would partner for training and train the trainers.
- Provide quality assurance via accreditation & certification of training delivery bodies and awarding certification to trainees. Accreditation will include approving the course content, infrastructure requirements, certification of faculty etc. Certification criteria will be developed in conjunction with the Government bodies/Agencies.
- Develop Centre of Excellence (COE) to serve as Technology Demonstrator for Training, skill development and as benchmark for other training institutes to be set-up thereafter. Several Training centres with latest simulation equipment will need to be established to provide practical training of different types suiting to the organizational/trainee's needs e.g. compact simulator, generic simulator or full-scope/replica simulator etc. COEs would focus on Training, Awareness, Accreditation and other advisory services.

Model Built around National Skill Development Policy Guidelines

Following model has been built by NSDC interpreting the guidelines issued by National Skill Development policy– 2009 for the Sector Skill Councils constituted by NSDC.



Affiliation – Reference to Context

Affiliation with respect to this document is a process of establishing competence of any institution delivering training from NSQF level 1 to 10 which is based on National Occupational Standards (NOS) developed by Power Sector Skill Council (PSSC).

The alignment of PSSC and a training institute TP/ Education Body through the process of Affiliation will focus on learning and development of the learners impacted by standards, infrastructure, equipment, training resources, pedagogy and trainers so that they are easily employable in the sector. The process is also expected to encourage TP/Education Body to pursue continual excellence so that they are always in tune with the requirements of the sector. Thus the purpose of Affiliation is to maintain high standards of quality in delivering NOS based vocational training.

The purpose of introducing Affiliation for TPs is to uphold high standard of quality and expectation of the various stakeholders of the VTP system. Some of the salient objectives include:

- To assess TP institutions and their programs that meet defined quality standards.
- To foster excellence in TP institutions building effectiveness in delivering competency based training.
- To establish framework for continuous improvement and provide opportunity to benchmark with other institutions.
- To facilitate developing professional competency of the learners.

Institutions Eligible to Affiliate to the Sector Skill Council

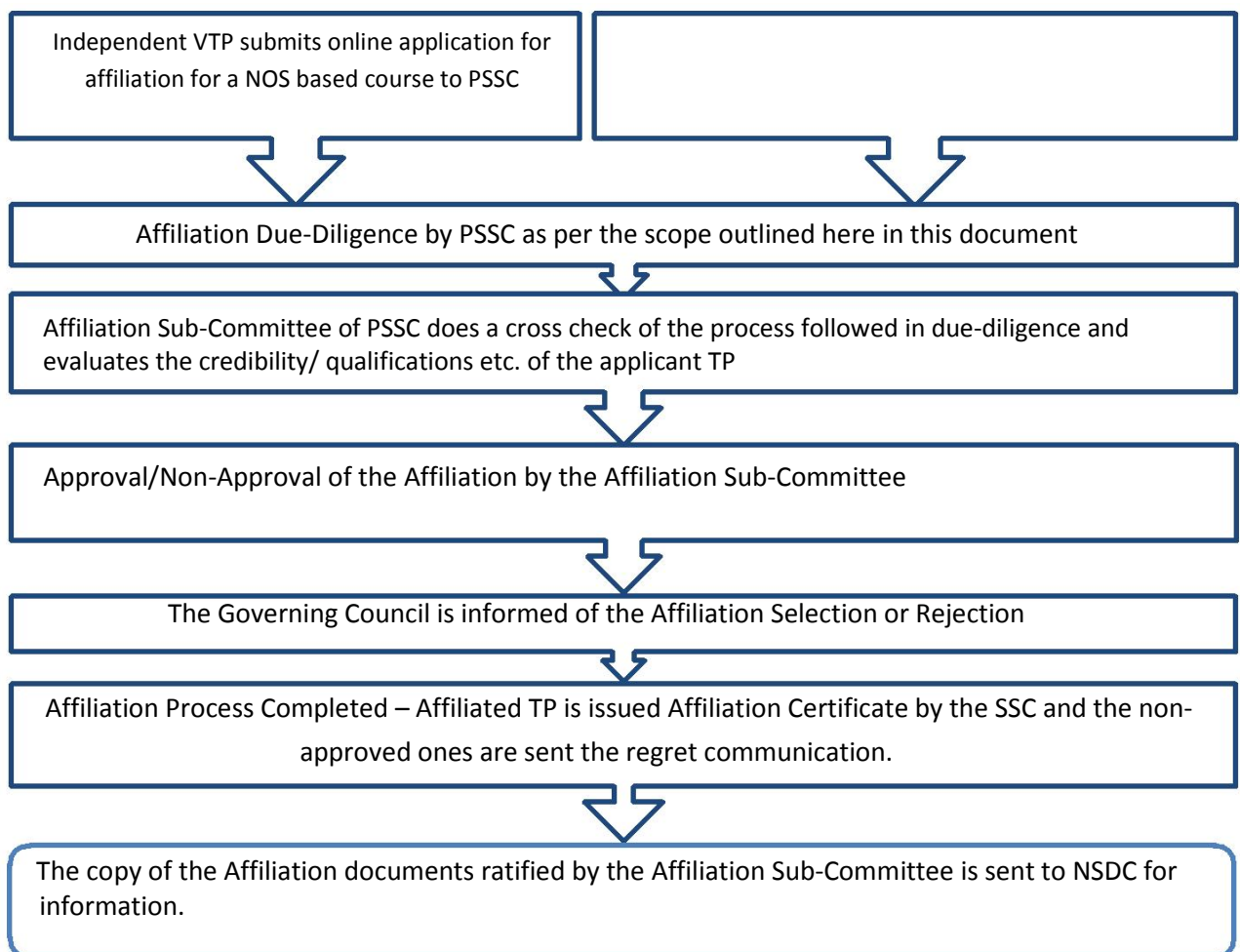
1. Training Organizations/Institutions set up by NSDC funding.
2. Training Institutions set up/affiliated by Government
 - a. ITIs/ITCs affiliated to NCVT
 - b. Institutions approved by Councils under Central Government like AICTE
 - c. College/Institutes affiliated to a University set by Central or State/UT Government or recognized by UGC
 - d. Schools/Institutes approved by Central or State Boards of Secondary Education (or equivalent) or Boards of Technical Education.
 - e. Any other institute set up by Central or State/UT government
3. Private Training Institutions independently operating in Vocational Space.
4. Training institutions set up by private companies to meet the skilled manpower requirement for in-house needs or for the sector.

Company/Firm/Society/Trust - Any of the above fulfilling any of the following criteria:

- a. An organization providing training under Apprentices Act, 1961 for last three years from the date of submission of the application.
- b. An organization registered in India, conducting business in the domain of skill development & training, having Permanent Income Tax Account Number (PAN) and Service Tax Registration Number and audited accounts of statements at least for last one year.

Process of Affiliation

The process of affiliation is outlined as under:



NOTE:

1. A TP whether NSDC funded/Government affiliated or non-funded will apply for affiliation to PSSC for a NOS based course pertaining to a specific job role.
2. TP can affiliate one or more courses to PSSC. TP can also take affiliation from other SSCs for course pertaining to their sector.
3. PSSC will affiliate the institution of the TP for the NOS based courses that the Institution is offering.

Requirements for Affiliation

The requirements for affiliation of a Training Provider (TP) / Education Body are classified into 4 components:

Section 1: Institution and Management Profile

Section 2: Quality Aspects in Institution Governance

Section 3: Training Operations – Processes

Section 4: Performance, Measurement and Improvement

SECTION 1: Institution and Management Profile

General about the kind of Institution which can be affiliated

1.1. GENERAL:

The organization which requires affiliation from any of the SSC should have a written mission statement. The mission shall guide establishment of the training management system and the general operation of the organization.

The affiliating organization should:

- Have clearly defined **objectives** that are helpful in establishing a vocational training system.
- Have documented **processes and procedures** covering the entire gamut of vocational training including the ones relating to continual improvement of these processes and procedures.
- Physically **possess the resources** or have the documented plan of owning the resources required to run and operate a vocational training system.
- Have documented processes that will help the **management** to **review** and analyse the operational processes and procedures.
- Have a documented mechanism to ensure the applicability of the **processes and procedures to the work that has been outsourced to a third party.**

1.2. PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

B. Organization Details/ Profile of the Management Team

1.3. GENERAL:

It is important before affiliation that a due diligence be conducted on the organization (TP) and the prior experience of the management team:

- Details of the organization applying for the proposal
- Proposed organisation structure (SBU, SPV, Subsidiary Company, etc.)

- Prior exposure of the affiliating organization in skill development space
- Educational qualification and experience of the management team
- Key achievements of the management team/ project team in the area of skill development
- Management committee of the TP shall ensure all statutory and regulatory compliances.

The Management committee of the TP shall:

- Involve all members of the Institution in understanding and implementing the mission and quality objectives that are measurable and derived from core training and support processes of the Institution.
- Identify and plan for resources necessary for achieving the Institution's objectives.
- Communicate to all members of Institution the importance of meeting the requirements of interested parties as well as the applicable statutory and regulatory requirements.
- Measure the performance of the Institution in order to monitor the fulfilment of the mission and quality objectives.

1.4. PSSC SPECIFIC REQUIREMENTS

- ❖ Old institutions (2 years or more): The Managements efforts to increase turnover, placements, investments in critical equipment workshops, etc., training of trainers and industry linkages.
- ❖ New institutions (under 2 years): The Managements efforts to build industry linkages and facilitate placements, investments in critical equipment workshops, etc. and training of trainers.

B. Responsibility and Authority of the Operational Teams

- Head of the TP (Training Provider) and Key Personnel**
Head of Institution may be designated as Director/ Principal. The head of Institution shall be empowered by the management committee to carry out day to day functioning of the Institution. The management committee shall clearly describe the management structure. The head of the institution shall decide and implement the processes which support the development and deployment of the TP system. The responsibility and authority for all personnel involved in key functional areas shall be defined and communicated within the Institution.

□ **Affiliation Coordinator**

Management committee shall appoint a senior staff member who, irrespective of other responsibilities, shall monitor to ensure that the requirements of these criteria are being implemented. The coordinator shall periodically report to management committee on the compliance of criteria and the need for improvement.

The coordinator shall ensure communication within the Institution on the information related to the application and relevance of the criteria in Training and support processes. The coordinator shall liaison with Affiliating SSC.

PSSC SPECIFIC REQUIREMENTS

- ❖ Affiliation Coordinator and Head of the TP should be on payroll of the organisation.
- ❖ TPs through affiliation coordinator will share information with PSSC as on required basis to monitor the performance and quality audit of TPs.

SECTION 2: Quality Aspects in Institution Governance



MISSION STATEMENT

The Institution's mission shall be documented. This shall be consistent with needs & expectations of interested parties and applicable statutory & regulatory requirements and commitment in delivering excellence.



EXISTENCE OF OPERATIONS/MANUAL COVERING THE FOLLOWING

The institution applying for affiliation should have an Operations Document covering the following aspects:

- ✓ Background of the Institution
- ✓ Organization Structure
- ✓ Details of other affiliations, if applicable
- ✓ Industry Linkages
- ✓ Profile for senior and middle management
- ✓ Profile of trainers
- ✓ Details of infrastructure, workshop, store etc.
- ✓ Process of internal evaluation
- ✓ Placement cell and its placement record

PSSSC SPECIFIC REQUIREMENTS



In addition to the management profile, the details of the promoters will also be furnished.



Process of re-orientation/training of all trainers to deliver the competency based training based on QPs/NOS. The fees will be defined from time to time.



Quality Assurance Document and Mechanism.



All other specific requirements of PSSC are indicated in the relevant sections of this document in the succeeding paragraphs.



FINANCIAL RESOURCES

The Institution shall provide financial resources which shall be capable of sustaining a sound vocational educational program consistent with its stated mission and objectives for long term stability.



COMPLIANCE TO STATUTORY AND REGULATORY REQUIREMENTS

The Institution shall identify and comply with the applicable statutory and regulatory requirements pertaining to the services provided.

SECTION 3: Training Operations-Processes

A. Documented Process for Management of Human Resources

3.1. GENERAL:

- Recruitment guidelines and criteria based on required competencies
- Process of reviews to identify competency gaps vis-à-vis requirement in the in-house talent
- Training and professional development plan and processes
- Maintaining records of qualifications and experience
- Motivation and enhancement of self-esteem amongst the staff

3.2. PSSSC SPECIFIC REQUIREMENTS

- Master/Senior Trainer/Trainers/Demonstrators should ideally be a regular employee on a full time contract/officially deputed for training by the parent company (ies).
- Mechanism to train/re-orient the new trainers hired/contracted within 3 months of their joining the institute.

B. Curriculum

3.3. GENERAL:

- Process of adoption and/or development of curriculum on the basis of QP and NOS developed by the SSC
- Review process to gauge the effectiveness of the curriculum developed
- Clear demarcation of time to theory and practical as per the criteria set by regulatory bodies
- Pedagogy inclusive of time schedule and lesson plan
- Process of SME engagement in curriculum design and development
- Review process for approval of curriculum from the SSC.

3.4. PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

C. Courseware and other Documents



Process of adoption and/or development of content / courseware on the basis of QP and NOS based curriculum approved by SSC.

- ✓ Following needs to be available confirming to the requirements mentioned in the NSDC website <http://www.nsdcindia.org/quality.aspx>
 - Facilitators Guide (Generic Training Skills)
 - Trainer Guide
 - Participant Manuals
 - Assessment Guides
 - Participant Feedback forms
 - Training delivery plan
- ✓ Review process to gauge the effectiveness of the courseware developed
- ✓ Process of SME engagement in courseware design and development
- ✓ Review process for approval of courseware by the SSC

PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

D. Teaching process

- ✓ Time table
- ✓ Delivery plan
- ✓ Monitoring and evaluation process of students—continuous assessments, tests, examination etc.
- ✓ Management of student evaluation records
- ✓ Lab/ workshop exposure and its linkage to theoretical delivery
- ✓ Industry visits

PSSC SPECIFIC REQUIREMENTS

- ❖ Maximum focus will be on hands on practical training to each trainee individually. The record of this will be maintained as evidence clearly identifying time and material used.
- ❖ A library will be maintained to give max practice experience to trainees.

E. Training methodology

- ✓ Training Methods
- ✓ Training Aids
- ✓ Student Manual
- ✓ Additional recommended books, if any

PSSC SPECIFIC REQUIREMENTS

- ❖ Details and quantity of all instructional material, books and CDs/DVDs.
- ❖ Use of simulators/audio-visual aids, models, charts, drawings, etc.
- ❖ Availability of a technical library and list of books relevant to the job role(s) applied for affiliation.

F. Continuous Evaluation

- ✓ Methodology
- ✓ Student monitoring on learning
- ✓ Adequacy and accuracy

PSSC SPECIFIC REQUIREMENTS

- ❖ Documentation to capture periodic evidence of performance of each trainee of the batch.
- ❖ Details of corrective action required, if any, for each of the trainees of the batch.

G. Industrial Interface

- ✓ Engagement of experts from the industry (guest faculty)
- ✓ Integration of real life problems from industry and exposing it with sample solutions to the students

PSSC SPECIFIC REQUIREMENTS

- ❖ Evidence of OJT/Placement linkages with local industry.

H. Student Development

- ✓ Imparting required soft skills training
- ✓ Guidance to students on getting placements.

PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

I. Admissions

- ✓ Printed brochure/ prospectus covering
 - Documented policy and procedures for admissions
 - Concessions policy

Process of keeping safe custody of students documents

- Student agreement with the institution at the time of admission

PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

J. Learning Environment

- ✓ Classroom and lab aesthetics and ambience
 1. Illumination levels
 2. Ventilation requirements
 3. Housekeeping and cleanliness
 4. Weather protected
 5. Noise control

PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

K. Infrastructure

- ✓ Land and building requirements
- ✓ Working space requirements
- ✓ Sizes of classrooms, labs and workshops
- ✓ Associated facilities like safe drinking water, power backup, etc.
- ✓ Transport facilities, if applicable

PSSC SPECIFIC REQUIREMENTS

- ❖ Evidence of sanctioned power load and availability of adequate power backup to run the equipment.
- ❖ Ownership/lease documents of the institute building showing evidence that the institute will/is being used as a training institute, supported by evidence of payment of the last electricity bill.
- ❖ Photographs of the shop floor with equipment and space available for training.
- ❖ Documentary evidence of procurement, lease or loan of all critical equipment required for the job role (s).

L. Health and safety

- ✓ Staff training on crisis handling
- ✓ Equipment required for covering indoor and outdoor emergencies

- ✓ Fire safety
- ✓ Health policy including collection of required medical record of staff and students.

PSSC SPECIFIC REQUIREMENTS

- ❖ The institute should have adequate health and safety equipment for the job role(s) applied for including fire safety equipment and first aid. The staff should be trained in first aid and use of the safety equipment.

SECTION 4: Performance Measurement and Improvement

A. GENERAL:

Identification of suitable indicators to monitor and measure performance such as:

- Trade Learning progress
- Workshop upkeep and modernization
- Health and safety incidences
- Feedback from employers
- Trend of employability and placement record

PSSC SPECIFIC REQUIREMENTS

- ❖ Mechanism to capture constructive feedback from the students for the improvement of the institute.
- ❖ Annual training schedule for the relevant job role(s)

B. Continual Improvement on the basis of:

- Student feedback on curriculum
- Student attendance
- Drop out monitoring
- Student performance on tests
- Teacher attendance
- Placement patterns

PSSC SPECIFIC REQUIREMENTS

- ❖ Not Applicable

C. Management Review

- ✓ Management review meetings (MRM)
- ✓ Actions Implementation on the basis of MRM
- ✓ Performance review of faculty
- ✓ Assessment of training needs of faculty by the management
- ✓ Handling of student complaint by the management and redress of the same
- ✓ Analysis of student feedback
- ✓ Analysis of results in skills assessments

PSSC SPECIFIC REQUIREMENTS

❖ Not Applicable

D. Documented procedure on Complaint Handling

- Information sharing on complaint with all the stakeholders
- Acknowledgement of receipt of complaint
- Investigation process
- Closure with the complainant
- Keeping record of complaints

PSSC SPECIFIC REQUIREMENTS

❖ Not Applicable