



PROTOCOL
ON ACCREDITATION OF ASSESSMENT BODIES AND
CERTIFICATION VERSION 1.0
BY
SECURITY SECTOR SKILL DEVELOPMENT COUNCIL
(SSSDC)

Empowering the Private Security Sector



**PROTOCOL ON ACCREDITATION OF ASSESSMENT BODIES AND
CERTIFICATION: VERSION 1.0 IN PRIVATE SECURITY SECTOR**

“Quality assured assessment of Learners and Trainers through accredited Assessment Bodies is the benchmark for ensuring that assessment is based on national standards (competencies) and uses valid and reliable assessment methods.”

*-Shri Sharda Prasad
(DG Employment and Training)*

References:

1. National Policy on Skill Development – 2009
2. Protocol on Accreditation of Training Providers by SSSDC Version 1.0 July 2012
3. Quality Council of India/ National Accreditation Board for Education and Training
Accreditation Criteria for Assessing Bodies

Appendices:

- A. Sample Application Letter
- B. Application for Accreditation as Assessment Body
- C. Assessment Form
- D. Flow Chart: Accreditation Process
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INTRODUCTION

1. India is in the throes of economic development endeavouring to break the shackles of low productivity through “Skills” and their honing. 92% of the nation’s workforce is in the informal sector with a yawning gap between demand and supply of training capacity. 90% of the jobs in India are “skill based” while only 6% of the workforce receives any form of vocational training. India, therefore, needs to focus on Industry and match the Demand and Supply requirements. This is being addressed through efforts emanating from Government of India Policy Document of “National Policy on Skill Development – 2009”.
2. Importance of independent Assessment through accredited body and Certification of the trainee by one central authority needs no underscoring. It is well enshrined in Preamble of National Policy on Skill Development - 2009 as *“creating institutional mechanism for research development, quality assurance, examination and certification, affiliations and accreditation”*. The Union Government of India has mandated Sector Skill Councils (SSCs) besides other charter, *“Participation in Affiliation, Accreditation, Examination and Certification.”*
3. SSSDC has formulated National Occupational Standards (NOS) and Protocol on Accreditation of Training Providers. Besides the Curriculum and Content for various training courses in Private Security Sector (PSS), it is essential to formulate a Protocol on Accreditation of Assessment Body; and Certification of the Trainees and Trainers for PSS on pan-India basis.
4. SSSDC has studied the vocational assessment and certification system in general and that pertaining to Private Security Sector in particular. It is SSSDC’s considered view that with formation of SSCs, the existing Assessment Bodies should seek its Accreditation for



Assessment Body and Certification from SSSDC. This would include the Assessors, besides the Assessment Body.

5. SSSDC has considered that the protocol should adapt after due consideration and experience through versions, to the best practices at International and National levels in evolving the structure, process, tools and procedures of Assessment Body and Certification. This Protocol being the first in this field by SSSDC will be Version 1.0.

AIM

6. To formulate Protocol for Accreditation of Assessment Bodies and Certification of Trainees and Trainers for various courses of PSS.

TERMS OF REFERENCE (TOR)

7. This protocol for Accreditation of Assessment Body and Certification is based on following TOR:-

- (a) Training Provider will NOT be an Assessment Body and Certification of the Trainers and Trainees to safeguard against “*conflict of interest.*”
- (b) Certification (issue of Certificates) should be mandated with a single agency, which in this case will be SSSDC to maintain sanctity and security of the assessment and certification.
- (c) No Assessment Body will be allowed to establish monopoly in geographical stretch or disciplines.
- (d) Assessment processes / procedures should be in line with international practices to facilitate seamless movement of workforce globally.



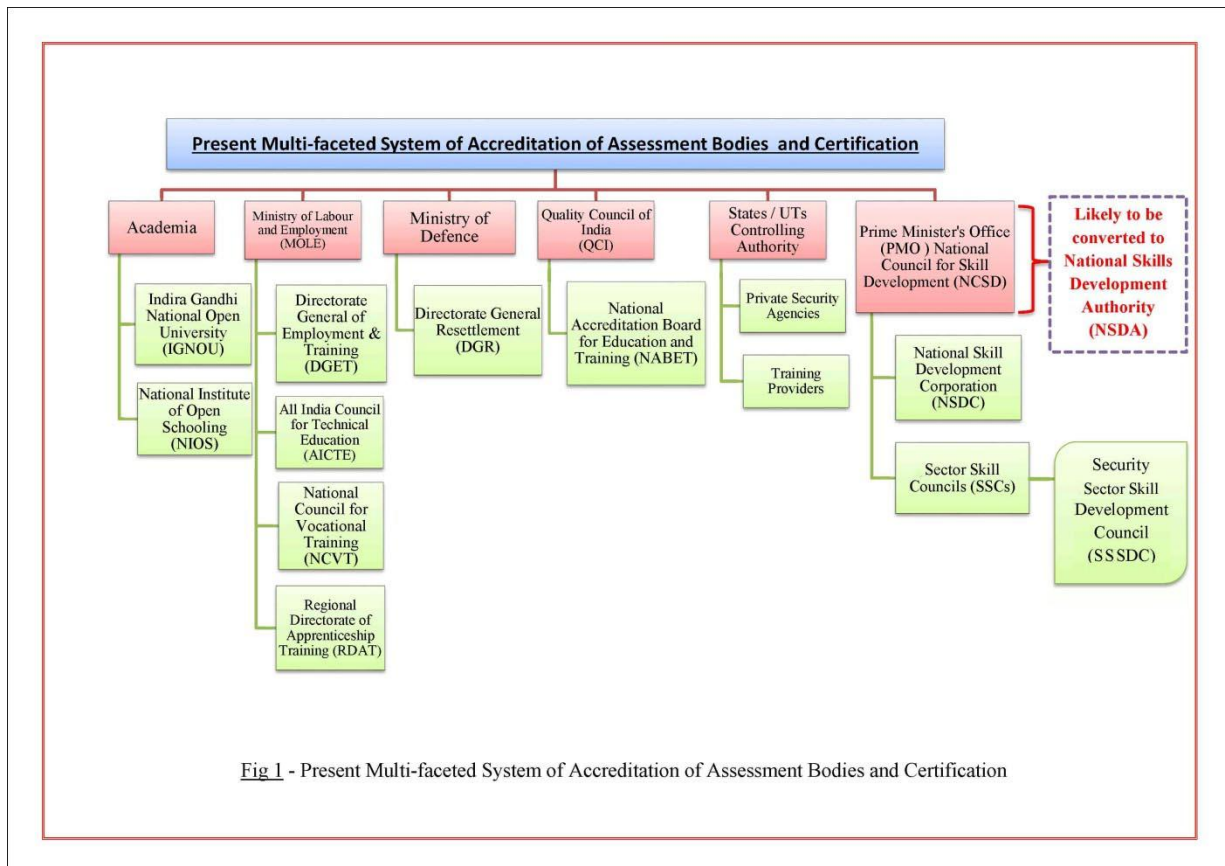
SCOPE

8. Scope of the Protocol is as follows:-

- (a) Existing system of Accreditation of Assessment Bodies and Certification.
- (b) Global Best Practices in Accreditation of Assessment Bodies and Certification.
- (c) Indian Environment and Private Security Sector.
- (d) Accreditation Paradigm for Assessment Body and Certification.
- (e) Process of Accreditation of Assessment Body.
- (f) Guidelines for Development of Assessment Tools and Assessment.
- (g) Certification.

EXISTING SYSTEM OF ACCREDITATION OF ASSESSMENT BODIES AND CERTIFICATION

9. Presently, there are a large number of systemic organisations dealing with Accreditation and Assessment / Certification. In case of PSS, there are additional organisations of States / Union Territories empowered through Private Security Agencies Regulation Act (PSARA - 2005). Fig 1 highlights the issue diagrammatically.



10. In many cases, Training Providers are training and also carrying out Assessment / Certification. This is an unhealthy practice especially when stringent training audit is not feasible in the PSS. The present checks and balances are insufficient. Existing system is sub optimal in its functioning and desired output. The skill levels are below expectation and do not measure up to national and global practices in most facets.

11. National Policy on Skill Development - 2009 is the cornerstone to enable effective and realistic skill development. It has been translated to action by establishing National Council of Skill Development (NCS D) at the PMO, National Skill Development Corporation (NSDC) and Sector Skill Councils (SSCs) – in our case Security Sector Skill Development Council (SSSDC). Prime Minister on 15th August 2012 declared in his Red Fort speech to the nation “we are considering the establishment of a National Skill Development Authority (NSDA) so



that skill development programmes all over the country can be implemented in a coordinated manner.” As and when NSDA is formed, it will streamline the existing processes and procedures. Since SSCs are mandated to carry out Accreditation and Assessment / Certification, it will principally be correct to apportion major role to SSSDC, in Accreditation and Assessment / Certification.

GLOBAL BEST PRACTICES IN ACCREDITATION AND ASSESSMENT / CERTIFICATION

12. Globally, importance of economic growth through skilling by vocational training and certification has been in vogue since long. In Germany, it began in 17th Century; while South Korea has 96% of school / college students opting for vocational education / training. Hence, their processes and procedures have lessons for us.

13. Certification is a licence to employment, without which, principal employer cannot provide any job to those personnel.

14. Most of the nations have separated the Assessment / Certification from Training Provider. In some countries like Australia, it remains with Training Provider, but requisite standards are maintained through stringent, scrupulous compliance and verifiable audit facilitated primarily by IT.

15. It has optimised IT / ITES in Assessment / Certification and maintaining security of data and tracking of trainees, post certification.

16. External Assessors / Verifiers concept is prevalent in most countries.



INDIAN ENVIRONMENT AND PRIVATE SECURITY SECTOR (PSS)

17. India is a large, diverse nation in land mass, population and Human Resource Development indices. PSS is a large industry in the unorganised sector, more than seven million with nearly 25% annual growth rate. It has a supply-demand mismatch of nearly 30% shortage in supply.

18. Indian PSS is low on literacy, economy and more often than not from rural, interior and backward areas.

19. Concept of SSSDC accredited Training Providers of varying dimensions has begun to take root and grow. With uniformity and setting of National Occupational Standards (NOS), for different Jobs Roles and consequent culling out Curriculum and Contents for Learning Material, emphasis on Certification for both Trainers and Trainees is being put into effect. India from being third highest economy on Purchasing Power Parity basis is projected to be second largest economy by 2030, with high Per Capita Income of a citizen.

Prognosis

20. Very broadly, prognosis with special reference to this Protocol is as follows :-

- (a) *Principal Employers will demand trained, assessed and SSSDC Certified Security personnel.*
- (b) *Principal Employers would have a fair propensity to “pay for quality.”*
- (c) *Assessment of vocational training at present is not readily amenable and cost effective to distance based testing programmes. Testing competency would have to be effected physically on the ground. In the future, it would graduate progressively to IT based testing.*



(d) *A large number of Assessment Bodies with quality External Assessors will be required on pan-India basis to cater to regional peculiarities and the large number of deployed workforce in PSS.*

ACCREDITATION PARADIGM FOR ASSESSMENT BODY AND CERTIFICATION

21. Size of the PSS both in its numbers and domains dictates accreditation of a number of Assessment Bodies, besides the SSSDC with its own independent set of Assessors. Maintaining sanctity of the quality of workforce trained for ensuring secure environment remains prime responsibility of SSSDC. A secure environment's importance stands only to grow in the future.

22. Assessment Body could be for *all disciplines of PSS on pan-India basis*; or *restricted in scope of geography and/or disciplines*. Establishing monopoly will be guarded against

23. Assessment will be based on the concept of *Independent Assessors (security experts)* who have been identified, selected and oriented to Assessment techniques. These assessors should be SSSDC certified.

24. Accreditation of Assessment Bodies should be *periodically reviewed*, besides constant Surveillance Audit of the Assessment Bodies such as "*Annual Surveillance Audit*".

ACCREDITATION OF ASSESSMENT BODY

Canvas of Accreditation of Assessment Body

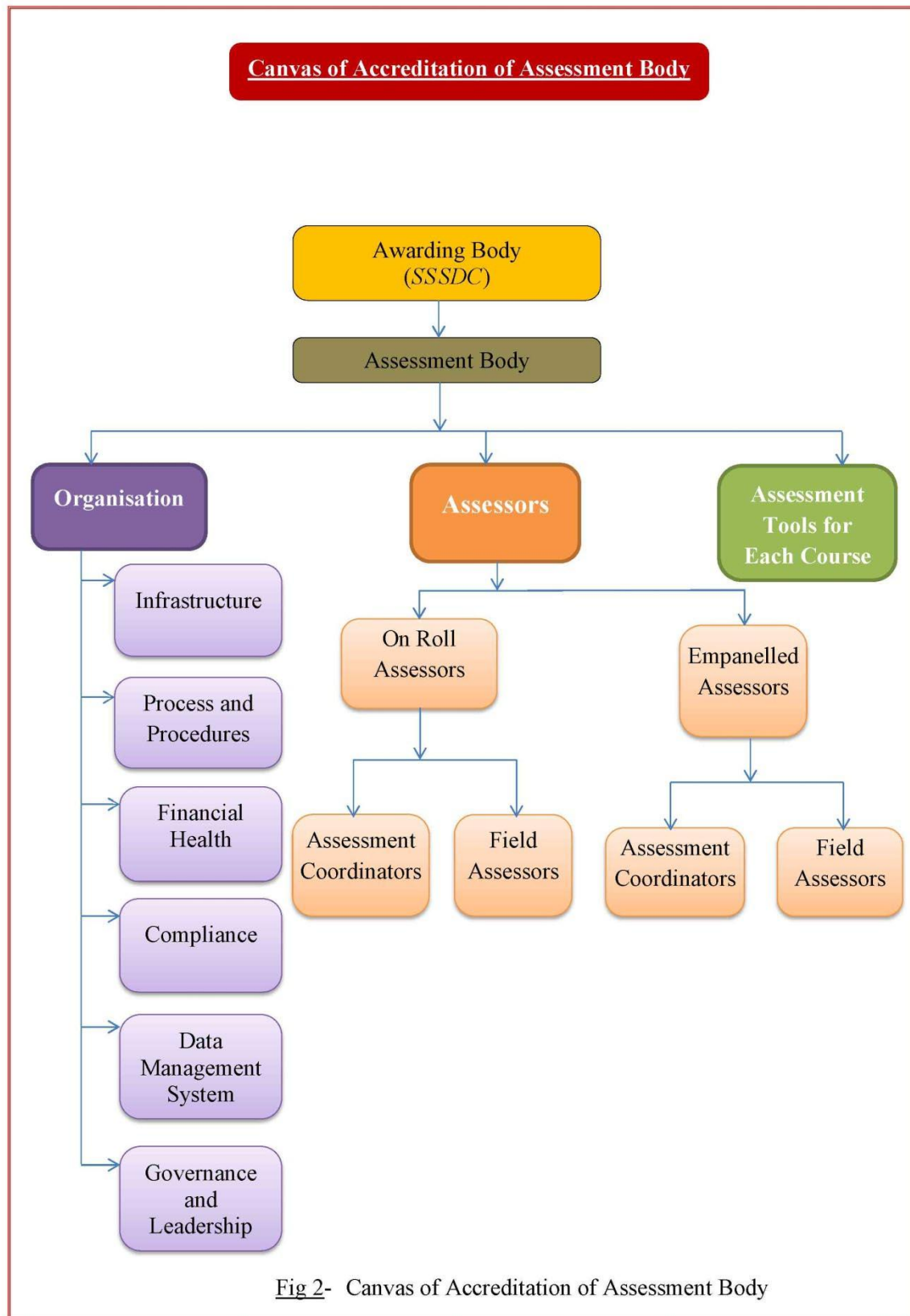
25. Accreditation assures business and principal employers that the Assessment Body providing Assessment / Certification to a standard i.e. NOS, has the required competence and impartiality. In the years ahead, measuring to global standards in Assessment / Certification and Accreditation of Assessment Bodies should follow dictum of "Certified once, accepted



everywhere”. SSSDC reserves the right to have a pool of its own accredited Assessors pan-India for deployment, when required.

26. Expanse of the Accreditation of Assessment Body is fairly large and elaborate. It will include infrastructure and its organisation, capability and capacity to develop Assessment Tools for various security courses; identification, selection and maintaining quality Assessors; and Quality Management System (QMS) and its operation. The same is shown schematically in Figure 2 below:

SSSDC





Category of Assessment Bodies

27. Assessment Bodies are categorised as follows:-

- (a) Covering Limited Geographical Space or Pan-India.
 - (I) Small AB : Having one central office and covering upto five states/UTs.
 - (II) Large AB : Having one central office and covering more than five states/UTs.
- (b) Covering only general or technical courses or both.

28. While process of Accreditation of Assessing Body for the above stated categories of ABs will remain uniform, it will vary in assessing capacity and capability of Assessing Body, and spread and capability of Assessors.

Criteria for Selection of Assessing Body

29. ABs add value and richness to training of the students. Training Providers will not be considered for Accreditation if they are running training courses akin to those to be tested by ABs.

30. Criteria that will be considered in accreditation is as follows:-

- (a) Infrastructure and Management, including compliance and financial health.
- (b) Quality of Assessors.
- (c) Assessment process / procedure and Assessment Tools for different training courses.
- (d) Capacity and expertise to carry out assessments.
- (e) Quality Management System.
- (f) Governance and Leadership.



Process of Accreditation of AB

31. Three stage process for Accreditation of an AB will be followed to include:-
- (a) Stage 1- Application Stage.
 - (b) Stage 2- Contact Evaluation Stage.
 - (c) Stage 3- Accreditation Stage.
32. **Stage 1: Application Stage.**
- (a) Prospective AB submits Application as at **Appendix 'A'** for Accreditation of SSSDC.
 - (b) The Application will be accompanied by basic details as at **Appendix 'B'**. Non- refundable demand draft for application fee of ` 5,000/- (Rupees Five Thousand Only) drawn in favour of SSSDC payable at Gurgaon, to be enclosed.
 - (c) One on one meeting at SSSDC may be called for deliberation and clarity, if necessary.
 - (d) SSSDC examines the application and if, prospective AB found suitable will be requested to proceed to second stage.
 - (e) Those not found suitable, will be intimated of their shortcomings for improvement.
33. **Stage 2: Contact Evaluation Stage.**
- (a) This stage will involve Team SSSDC (Contact Evaluation Team) visiting the prospective AB, meeting their staff and carrying out physical verification of records and processes. The composition of the team will be, two members from SSSDC and one Security expert outside the SSSDC.



(b) Assessment for Accreditation will be as given in Assessment Sheets at **Appendix 'C'**.

(c) Team will submit its Assessment Report for consideration by Accreditation Committee at SSSDC.

(d) Travel fare, boarding /lodging and local travel expenses for the team will be borne by prospective AB.

34. **Stage 3: Accreditation Stage.**

(a) Accreditation Committee of SSSDC will consider the Assessment Report of Contact Evaluation Team and all activities conducted earlier. It will recommend whether the AB under consideration can be accredited.

(b) The Accreditation Committee will be headed by Chief Operations Officer (COO), SSSDC and comprise of at least two other members one of whom will be a Security Expert from the PSS.

(c) ABs found suitable will be formally intimated by SSSDC. Accreditation Certificate will be despatched after receipt of Accreditation fee as under :-

(I) Small AB : Rs 200,000/- (Two lakhs only)

(II) Large AB : Rs 500,000/- (Five lakhs only)

(d) The Accreditation will be valid for five years, after which the AB will apply for renewal, after paying renewal fees of Rs 50,000/- (Rupees Fifty Thousand only) for small AB and Rs 100,000/- (Rupees one lakh only) for large AB and submitting an application and details of changes, if any.

35. The Accreditation process flow chart is as at **Appendix 'D'**.



Quality of Assessors

36. For any assessment to be meaningful it is imperative that assessors have necessary expertise for the job. The assessors should be accredited by SSSDC considering their capabilities based on the following:-

- (a) Academic and occupational qualifications.
- (b) Knowledge of assessment process.
- (c) Registration / training by QCI / SSSDC.
- (d) Understanding of factors to be considered for assessment of competencies.
- (e) Hands on experience and occupational expertise.
- (f) Possess cross – field knowledge.
- (g) Observation, testing and communication skills.
- (h) Ability to communicate in writing and orally in the local language.
- (i) Knowledge of standards and forms of assessment to be used.

37. Considering the nature of occupation, it is important that assessors are reliable, high integrity, fair and humane. Assessors shall sign a document by which they commit themselves to comply with the rules of confidentiality and conflict of interest, independence from commercial and other interests that would compromise impartiality. Regular feedback must be obtained from students and Training Providers, for which the ABs must have an institutionalised framework. Suitable action must be taken by AB to continuously improve the assessment tools and process. The Qualitative Requirements for a Field Assessor are at

Appendix ‘E’.

Assessment Coordinators (AC)

38. Assessments usually require a large number of assessors. All large assessment teams will have ACs who will mentor, supervise, plan the assessment strategy and guide teams of



assessors besides carrying out assessments. The ACs could be from the AB carrying the assessments or an independent person. Notwithstanding the AC appointed, the responsibility of documentation and compilation of results will be that of the AB. The Qualitative Requirements for an Assessment Coordinator are at **Appendix 'F'**

Accreditation of Assessors

39. Persons desirous of getting accredited as assessors shall apply to SSSDC either directly or through their AB along with a demand draft of ` 5,000/- (Rupees Five Thousand only) drawn in favour of SSSDC, payable at Gurgaon. SSSDC will allot suitable dates and conduct necessary orientation training, tests and interview for certification. Successful candidates will be issued certificate and accredited for a period of five years. Application Form for Accreditation as Assessor is at **Appendix 'G'**.

Terms of Engagement for ABs

40. Accredited ABs will be considered for assessment assignments by SSSDC based on their availability and ability to carry out assessments in the areas where the training has been conducted. ABs will be engaged by SSSDC at the rates as prevailing at the time of engagement. Other important aspects of terms of engagement of the AB shall be :-

- (a) ABs shall conduct assessment in States and programmes assigned by SSSDC and will not engage any franchises for undertaking assessment on their behalf.
- (b) If the AB is also a TP, then it will not run similar courses in the field for the duration it is empanelled as an AB.
- (c) AB shall form a roll / panel of assessors of high repute and integrity, state wise and forward their names, address, qualifications, experience, contact numbers



and photographs to the SSSDC. These assessors shall be accredited through orientation, assessment and; certified by SSSDC. The assessment of the Trainees can be carried out by these authorised assessors only.

- (d) AB shall send their prospective assessors for training to SSSDC.
- (e) AB should conduct assessment only at the training centres of TP or designated testing centres authorised by SSSDC.
- (f) Assessment batch size for the practical exams shall not be more 30 for each individual assessor.
- (g) AB appointed by the SSSDC shall not enter into any agreement with any other organisation for similar assessments without informing SSSDC.
- (h) AB shall maintain full and complete record pertaining to candidates registered, tested, passed, centres, assessors, assessment fee etc, and shall preserve all the records for at least five years to make it available to SSSDC at any time required.
- (i) AB shall submit necessary reports to SSSDC when required.

Annual Surveillance and Audit

41. Once an AB is accredited, it is necessary that it continues to perform at the competency levels at which it was accredited. SSSDC shall carry out “*Annual Surveillance Audit*” to confirm that the AB is continuing to maintain the said standards. The audit will be carried out as per the assessment form at Appendix ‘C’. Besides an annual audit charge of Rs 10,000/- (Rupees Ten Thousand only), air/rail fare, boarding /lodging and local travel expenses for the audit team will be borne by the AB.



42. SSSDC may also carry out additional checks and audit in case of complaints/ reports about the performance of an AB. The costs for these audits will be borne by the ABs at rates as given out in para 40 above.

GUIDELINES FOR ASSESSMENT AND CERTIFICATION

43. Certification by SSSDC indicates the competence of an individual. Competency can be defined as a cluster of related knowledge; skills and attitude that correlates with the performance on the job that can be measured against well accepted standards. The competence is about “performing” and not just knowing. The performance should meet the National Occupational Standards and be demonstrated in the real work environment. Competence is the sum total of Knowledge, Skills and Attitude (KSAs) of a person which provide him/ her the ability to handle a specific job effectively and also transfer skills to new situations. Individuals should also be able to learn new skills on their own initiative. The following important issues will be considered while planning assessment strategy :-

- (a) A variety of Assessment methods should be used to confirm competence.
- (b) The assessment should reflect occupational competence though relevant work activities.
- (c) The Assessment of knowledge should be integrated with assessment of performance, wherever possible.

44. Detailed Guidelines for Assessment Tools is at **Appendix ‘H’** attached.

Recording the Assessment

45. Assessing Body shall form a panel of assessors, who are of high repute and integrity, location wise or have them on its “rolls”, and forward their details to SSSDC. AB will prepare



test papers based on the assessment criteria / competencies and depute the assessors identified by it. ABs will get the assessment conducted only through SSSDC certified Assessors and not conduct the assessment through non-certified assessors.

46. While a written test is recorded easily, practical test requires greater deliberation and effort in recording. The AB will design tests to ensure measurement of the desired outcomes. Competence checklists are a list of activities or performance outcomes that a candidate must be able to do in order to be considered competent in the tasks being assessed for. The checklists should be written in such a way that for each competence tested, it is possible to say either 'YES', the candidate successfully carried out this activity, or 'NO', the candidate has not yet achieved this standard. While recording the assessment of competencies, some aspects that the assessors should look at are as follows:

- (a) Application of theoretical knowledge to practical work.
- (b) Care and maintenance of tools and equipment.
- (c) Correct selection and use of tools and equipment.
- (d) Adoption of healthy and safe practices.
- (e) Time taken in doing the work and number of attempts made.
- (f) General attitude towards the work.

47. AB shall prepare results within three days of administering the assessment and forward the same by email for scrutiny, approval and declaration by SSSDC. AB will also forward a copy of the test papers and details of the assessors along with the results. A hard copy along with sample answer sheets will also be submitted by the AB. The AB while submitting outcome of Assessment to SSSDC, shall submit it on similar format as used by the TP and should include Attendance Sheet indicating the following and any other relevant details:-

- (a) Date of Assessment.



- (b) Name of the Candidate.
- (c) Father/Mother Name.
- (d) Residential Address.
- (e) Roll number allotted by TP.
- (f) Qualification of the Candidate.
- (g) Signature and name of Assessors.

Testing Centres (TCs)

48. Assessment of the candidates will normally be done at the premises of TP, however, if for any reason it is necessary to have a Testing Centre (TC) other than the premises of TP, then the TP will select an appropriate TC and intimate to AB and SSSDC. Costs for the services rendered by the TC will be borne by TP. AB will pay 10% of the Assessment Fee to the TP for use of its facilities and administrative infrastructure.

Independent Candidates

49. SSSDC recognises that there may be candidates who have prior learning experience in the Private Security Sector. Such candidates can apply to SSSDC for testing and certification of their skills, and they will be allotted a TC for being tested. Fee for testing will be paid by the candidates directly to SSSDC at the time of application. Documentation for such candidates will be done by the TP responsible for the TC. Certificates of successful candidates will be dispatched to the TP for distribution to them. All applications and queries of independent candidates will be addressed to Master Trainer, at the mail id mastertrainer@ssdc.in.

Assessment and Certification Fee

50. TPs will pay SSSDC the prescribed fee and administrative charges for assessment and certification of their candidates, for which SSSDC will raise necessary invoice. SSSDC in turn will allocate Accredited ABs for assessment. The AB will be paid by SSSDC as per the Agreement in place.

Certificates

51. Successful candidates will be awarded certificates issued by SSSDC. TP will verify and furnish details of all candidates that are to be included in the certificates to be issued.



Based on consolidated outcome of assessment received from AB, SSSDC shall prepare certificates for successful candidates and send them to TP who in turn will distribute them to concerned candidates within seven days. It shall be the responsibility of both SSSDC and TP to maintain details of all certificates issued. In event of TP being unable to distribute the certificate to the student on account of returned post/ wrong address/ etc, TP should preserve the certificate for period of six months and then return the certificate to SSSDC. Any candidate desirous of getting certificate after the stipulated time shall contact SSSDC through TP/AB.

52. Indicative diagram of the process of assessment is as at **Appendix 'I'** attached.

Appeals and Grievance Redressal

53. The empanelment process of SSSDC is interactive and transparent, with ample scope for mentoring and guidance in case of shortcomings in an AB. If AB is aggrieved by Accreditation process, it can appeal against the empanelment result through a written representation to Chairman, SSSDC along with a non-refundable fee of ` 5,000/- (Rupees Five Thousand only) paid through a demand draft. An Appeals Committee constituted for the purpose will consider the appeal and make recommendations to Chairman, SSSDC. Decision of Chairman, SSSDC shall be binding on the AB. The composition of the appeals committee will be as under:-

- (a) Presiding Officer : CEO SSSDC
- (b) Members : COO SSSDC
Rep from PSS
- (c) Member Secretary : Dy Director ACD, SSSDC



CONCLUSION

54. SSSDC is mandated to uplift the standards prevailing in PSS, thereby transforming it from unorganised to organised sector of our economy. The final outcome of any training is determined by assessment. Therefore, it is imperative that assessments are done professionally and are fair, transparent and consistent. Certification by SSSDC must add value to an individual's profile and be accurately indicative of his standards. For this to happen, quality and performance of ABs must be of a high order. Consistent high order performance by AB will go a long way in helping SSSDC achieve its goals.

55. With promulgation of Government orders on implementation of National Vocational Education Qualification Framework (NVEQF), wherein SSCs are closely involved in the assessment process, it becomes imperative that accredited AB is of requisite standards with necessary ability to carry out assessments in security sector training, as well as, in schools and colleges offering security courses through NVEQF.



Appendix 'A'

(Refers to Para 31 (a) of Protocol on Accreditation of ABs and Certification)

SAMPLE APPLICATION LETTER

Date : _____

From

To,
Security Sector Skill Development Council
305, City Court, Sikanderpur,
MG Road,
Gurgaon – 122 002 (Haryana)

Subject: **Application for Accreditation Empanelment of Assessment Body with SSSDC**

Sir,

1. We are an Assessing Body with necessary experience and expertise in the Security Sector and hereby apply for Accreditation with SSSDC vide our attached application. Information provided by the company is true to the best of my knowledge and belief and I understand that we are liable for action under the law for any false information or document submitted by us. We desire to apply for Accreditation as a **Small/Large AB** (Delete inapplicable type) for the following training courses and geographical space:-

- a) _____
- b) _____
- c) _____

2. We are aware of rules and conditions of SSSDC and agree to abide by them and also any other rules that may be framed from time to time. We also agree to allow SSSDC or any other representative of it to investigate correctness of information furnished by us or call for any further information in this regard from us.

3. We also understand that SSSDC may refuse to accredit us; or if already accredited may cancel the same and we shall stand debarred for applying as Assessing Body for one year from the date of finalisation of our appeal.

Signature of Authorised Person

Name & Designation:

Phone No:

E-mail



Appendix 'B'

(Refers to Para 31 (b) of Protocol on Accreditation of ABs and Certification)

APPLICATION FOR ACCREDITATION AS ASSESSMENT BODY

AB DETAILS

1. Name of Assessment Body _____
2. Address of the Assessment Body _____

 Email _____
 Website _____
3. Name of the Head Organisation _____
4. Organisation structure of the company with details of roles of persons, groups and committees. Attach organogram and write-ups as necessary.
5. Application for Initial Accreditation/Re- accreditation _____
6. Name and contact details of the Nodal Person _____
 Mob _____
 Email _____
7. Date of Registration/Incorporation (Attach copy of Certificate) _____
8. Accreditations and Certifications (Indicate dates and validity periods) _____

9. PAN of the company (Attach Photocopy of PAN Card and last IT Return) _____
10. Average Annual Turnover of the AB (Attach balance sheet of last three years) _____



11. No of branches/offices and locations
(Attach separate sheet and organogram
if necessary) _____

12. Details of all sectors in which assessment is
carried out by the AB _____
13. Total number of employees on its rolls
permanent as well as contractual _____

14. Total number of Security Sector Assessors
on the rolls, permanent as well as contractual _____
(Attach nominal roll giving out age,
Qualifications and experience in Assessment
Field)
15. Details of Draft/multicity cheque (payable at Gurgaon) _____
submitted for payment of Application fee
of ` 5,000/- (Rupees Five Thousand Only) _____

16. Any other details considered appropriate
(Attach documents/brochures/photographs
as necessary) _____

Signature

Name and designation

Official Stamp with date



Appendix 'C'

(Refers to Para 32 (b) of Protocol on Accreditation of ABs and Certification)

ASSESSMENT FORM

General

1. This assessment form is to be used by Accreditation/ Empanelment Team of SSSDC for evaluating the standards and capabilities of AB. This assessment form will be used for assessing an AB or any of its branches.

Instructions

2. The assessment form is a binding document and the visiting team will consider compliance for every parameter under the criteria. The team will use their experience and knowledge to assess and verify the claims of prospective AB as may be necessary and record observations in their report. The team will specifically verify documents related to any other Certification and registration with other organisations. It will call for additional inputs, where required. Other Certifications / Training will be given due weightage during the Assessment.

Validation

3. An AB should be compliant in all the mandatory parameters. The assessment team will mark the various criteria in a "Yes or No" method. Remarks column could be filled, if necessary, to highlight scale of positivity / negativity.



Appendix 'C'(Contd)

(Refers to Para 32 (b) of Protocol on
Accreditation of ABs and Certification)

ASSESSMENT FORM

S.No	Criteria/Key Aspects	Compliance		Remarks
		Yes	No	
<u>Infrastructure and Management</u>				
1*	Does the AB have a proper Memorandum and Articles of Association?			*Mandatory
2*	Is the AB functioning as per the memorandum at ser 1?			*Mandatory
3	Does the AB have a laid down organisation structure?			
4	Are the appointments in the company as per the organisation structure?			
5	Does the AB have proper laid down policies for its various operations ?			
6	Does the body have branches and proper system for their management and control?			
7	Does the AB have a dept for Finance and Accounts?			
8	Are the accounts audited by Chartered Accountant?			
9*	Is the AB filing its tax returns regularly?			*Mandatory



10	Is a proper nominal roll /roster of employees maintained?			
11*	Are the statutory dues being paid to the employees?			*Mandatory
12*	Are the statutory dues being remitted to the Govt in time?			*Mandatory
13	Does the AB issue proper appointment letter for employed persons?			
14	Does the AB have contracts for contracted employees?			
15	Does the AB have proper SOPs laying down the duties of all personnel?			
16	Does the top management of the AB interact with the staff ?			
17	Is there a well defined system for a performance appraisal in the company?			
18	Is there a well defined system for careers progression in the company?			
19	Does the HR department maintain accurate records?			
20	Are the Branches inspected by the management?			



Appendix 'C' (Contd)

(Refers to Para 32 (b) of Protocol on Accreditation of ABs and Certification)

ASSESSMENT FORM

S.No	Criteria/Key Aspects	Compliance		Remarks
		Yes	No	
<u>Quality of Assessors</u>				
1	Does the AB have adequate number of Experts on its rolls?			
2	Are the experts competent and qualified?			
3	Does the AB have adequate number of assessors on its rolls?			
4	Are the assessors competent and qualified?			
5	Have the assessors undergone any specialised training?			
6	Does the AB have contractual assessors to cover all areas of operations?			
7	Are the contractual assessors registered with SSSDC?			
8	Do the contractual assessors possess special qualifications and certifications?			
9*	Are the numbers of assessors adequate to meet the load of the AB in different areas?			*Mandatory
10	Does the AB have a policy for empanelment of assessors and is it being followed?			



Appendix 'C' (Contd)

(Refers to Para 32 (b) of Protocol on
Accreditation of ABs and Certification)

ASSESSMENT FORM

S.No	Criteria/Key Aspects	Compliance	
		Yes	No
<u>Assessment Processes, Procedures and Assessment Tools</u>			
1.	Does the AB have team or Group with proper organisation for Assessment?		
2.	Does the AB have proper policies and procedure for assessment?		
3.	Does the AB have guidelines/handbooks for the assessors?		
4.	Does the AB develop assessment tools on a continuous basis?		
5.	Does the AB have a system of feedback for improvement of assessment process?		
6.	Does the AB have a system of early compilation of assessments?		
7.	Are the compilation system as per the requirements of the Awarding Bodies/SSSDC?		
8.	Does the AB have a system of evaluating the assessments and assessors?		
9.	Does the AB have a suitable procedure to ensure confidentiality of the Assessments?		
10.	Does the AB have an adequate body of knowledge/ question bank of testing and techniques?		



Appendix 'C' (Contd)

(Refers to Para 32 (b) of Protocol on Accreditation of ABs and Certification)

ASSESSMENT FORM

S.No	Criteria/ key Aspects	Compliance		Remarks
		Yes	No	
<u>Capacities and Expertise</u>				
1.	Does the AB have branches to cover other areas?			
2.	Does a suitable management structure exist for management and operation of the branches?			
3.	Do the branches have permanent staff on their rolls?			
4.	Does a system exist for communicating test papers/assessments to the branches?			
5.	Capability of the branches to function independently?			
6.	Are records of assessments carried out by the branches available at the Head Office?			
7.	Are the branches connected to the main office in real time?			
8.	Does an established system of monitoring the branches exist?			
9.	Are the branches following all the SOP of the main office?			
10.	Are the branches registered with the DGET/DGR/NCVT?			



Appendix 'C' (Contd)

(Refers to Para 32 (b) of Protocol on Accreditation of ABs and Certification)

ASSESSMENT FORM

S.No	Criteria/Key Aspects	Compliance		Remarks
		Yes	No	
<u>Data Management System</u>				
1.	Does the AB have a proper Management Information System Organisation (MISO)?			
2.	Does the AB have a duly appointed MISO head?			
3.	Does the AB have a strong system for ensuring confidentiality and integrity of stored data?			
4.	Does the AB preserve records as per the stipulated requirements?			
5.	Does the AB communicate information that it is required to do?			
6.	Does the AB have proper cyber security SOP?			
7.	Are regular cyber security checks carried out?			
8.	Are the observations raised in cyber security checks implemented?			
9.	Does the AB have a well developed system for communicating with the regional branches/TPs/TCs?			
10.	Are the systems and sub systems of the AB integrated with the Awarding Body/ SSSDC?			



Appendix 'C' (Contd)

(Refers to Para 32 (b) of Protocol on Accreditation of ABs and Certification)

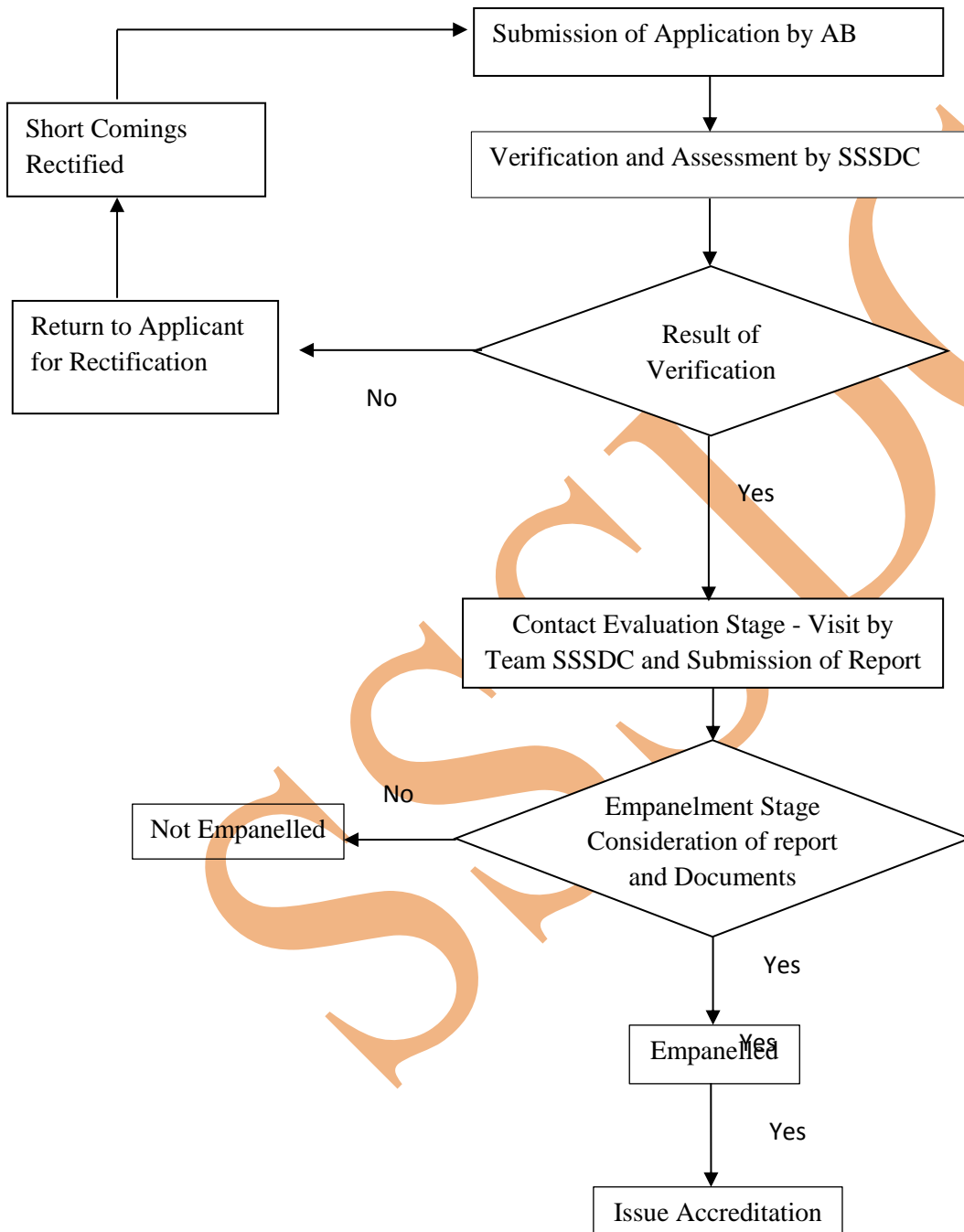
ASSESSMENT FORM

<u>S.No</u>	<u>Criteria/key Aspects</u>	<u>Compliance</u>		<u>Remarks</u>
		<u>Yes</u>	<u>No</u>	
<u>Governance and Leadership</u>				
1	Does the AB have protocols and SOPs for complaints and appeals?			
2	Is the process of management of complaints fair and transparent?			
3	Have complaints received in the past been disposed off ?			
4	Are proper records maintained of all complaints and their disposal?			
5	Have suitable /corrective actions been taken on past complaints?			



Appendix 'D'
(Refers to Para 34 of Protocol on
Accreditation of ABs and Certification)

ACCREDITATION PROCESS FLOW CHART





Appendix 'E'

(Refers to Para 36 of Protocol on
Accreditation of ABs and Certification)

QUALIFICATIONS FOR FIELD ASSESSORS

<u>Qualification</u>	<u>Minimum Competencies</u>	<u>Age Limit</u>	<u>Additional Competencies</u>
<p>(a) Diploma/Certificate in Security Operations / Industrial Security / Security Management / with at least two year experience in Security Service Sector including besides Defence/Police/ National Cadet Corps.</p> <p>(b) Instructional/ Category 'A'/'B' institution background.(Preferable)</p> <p>(c) Teacher/Lecturer with minimum teaching experience of two years but security related.</p> <p>(d) Quality Inspector/ Assessor/ Verifier background with Security/ Vocational Training experience.</p>	<p>(a) Assessment abilities with background of a recognised Institute /Organisation.</p> <p>(b) Good communication/ written (English / Hindi) skills which is easily understood.</p> <p>(c) Well conversant with skills and knowledge in various Domains and Job Roles of Private Security Sector.</p> <p>(f) Well conversant with security systems/ equipment, i.e., physical, digital and electronic.</p> <p>(g) Capable in verifying a number of security related subjects and, evaluation of training standards.</p>	<p>Up-to 60 yrs, relaxable.</p>	<p>a) Knowledge of Basic Security Guard syllabus as per PSAR Act 2005.</p> <p>(b) Competency in conduct of written/Practical Assimilation and assessment test of Security Guard.</p> <p>(c) Capable of maintaining records and data including result sheet.</p>
<p>Notes</p> <ol style="list-style-type: none"> Service courses/qualifications and service experience accorded corresponding degree by recognised university will be accepted. Assessors for degree and diploma courses should be minimum graduates. 			



Appendix 'F'

(Refers to Para 37 of Protocol on Accreditation of ABs and Certification)

QUALIFICATIONS FOR ASSESSMENT COORDINATORS

<u>Qualification</u>	<u>Minimum Competencies</u>	<u>Age Limit</u>	<u>Additional Competencies</u>
<p>(a) PG Diploma/ Diploma in Security Operations / Industrial Security / Security Management / Graduation in any field with at least two year experience in Security Service Sector including Defence/Police/ National Cadet Corps.</p> <p>(b) Instructional/ Category 'A' institution background.(Preferable)</p> <p>(c) Teacher/Lecturer/Training Provider with minimum teaching experience of two years but security related.</p> <p>(d) Quality Inspector/Assessor/Verifier background with Security/ Vocational Training experience.</p>	<p>(a) Assessment abilities with background of a recognised Institute /Organisation.</p> <p>(b) Good communication/ written (English / Hindi) skills which is clear, well -structured and easily understood.</p> <p>(c) Well conversant with skills and knowledge in various Domains and Job Roles of Private Security Sector.</p> <p>(f) Well conversant with security systems/ equipment, i.e., physical, digital and electronic.</p> <p>(g) Capable in verifying a number of security related subjects and, evaluation of training.</p>	<p>Up-to 65 yrs, relaxable.</p>	<p>a) Knowledge of IPC and PSAR Act 2005.</p> <p>(b) Competency in conduct of security surveys and audits.</p> <p>(c) Capable of working co-operatively and professionally with other appointees and EA appointed by SSSDC</p> <p>(d) Capable of maintaining records and reports/data management of Training facilities visited.</p> <p>(e) Act as Accreditation Coordinator.</p>
<p>Notes</p> <ol style="list-style-type: none"> 1. Service courses/qualifications and service experience accorded corresponding degree by recognised university will be accepted. 2. Assessment Coordinators for degree and diploma courses should be minimum Post Graduates. 			



Appendix 'G'

(Refers to Para 38 of Protocol on
Accreditation of ABs and Certification)

APPLICATION FOR ACCREDITATION AS ASSESSOR/ ASSESSMENT COORDINATOR

1.	Name	-----		
2.	Address	-----		

3.	Tele/ Mob	-----		

4.	E mail	-----		
5.	Present Employment	-----		
6.	Academic Qualifications	-----		

7.	Experience in the field	-----		

8.	Language Proficiency	Write	Read	Speak
		-----	-----	-----
		-----	-----	-----
		-----	-----	-----
9.	Applying for Assessor/AC for (Tick the level you are applying for)	<input type="checkbox"/>	Basic Security Guard Courses	
		<input type="checkbox"/>	Diploma Level Courses	
		<input type="checkbox"/>	Degree Level Courses	
		<input type="checkbox"/>	Technical / Systems Courses	

Affix Passport
size
Photograph

Signature

Date

Note: Attach resumes, copies of relevant certificates and Demand Draft of ` 1,000/-
(Rupees One Thousand only) payable to SSSDC at Gurgaon.



Appendix 'H'

(Refers to Para 44 of Protocol on Accreditation of ABs and Certification)

GUIDELINES FOR ASSESSMENT TOOLS

General

1. The overall assessment of a candidate will be a mix of theory, practical and internal assessment. The weightage for each will vary from course to course. As a rough indicator, the practical assessment will form 70%, theory 20% and internal assessment 10% marks. The assessment should include the following parameters:-

- a) Knowledge.
- b) Understanding.
- c) Skill.
- d) Abilities.
- e) Attitude.

Theory Test

2. Much of theoretical knowledge can be tested in its application in practical. It must assess the knowledge, which is essential for a person to take up the occupation. The questions should normally be of objective type involving filling in the blanks, matching the options, selection of correct response rather than writing sentences. Where necessary the question paper should contain sketches / diagrams / photographs / drawings to overcome the problem of reading comprehension. The test should be short duration and if necessary in the local language. The theory paper may be an oral test if necessary.

Practical Test

3. Acquiring practical skills/competence is the most important aspect of vocational training and assessment process must test this aspect as completely as feasible. Physical



Training, Drill, First Aid, Fire Fighting and Equipment Handling are the common aspects for Practical Tests in the Security Sector. Soft skills and attitude are also important and must be part of the assessment process. Other aspects like maintaining documents, following manuals, use of material skill of execution will also be part of practical tests. The assessors must have very clear tools to measure the standards of an individual, for example there should be a clear method of marking a person who runs one kilometre in 5 mins viz one who does it in 6 mins even though both pass. Similar processes should be followed to assess candidate for the handling of equipment in the various aspects of security training.

Internal Assessment

4. The trainer's assessment will be 80% of the internal assessment and balance 20% will be for attendance. The trainers will assess the trainee on a regular basis as planned in the programme. A record of the tests and performance therein will be maintained by the trainers and submitted to the Assessment Body before the Final Test to enable their compiling of result. For the internal assessments, the system of Comprehensive Continuous Evaluation (CCE) will be followed.
5. The CCE should comprise of **four components** as under:
 - (a) Two Unit Tests of 10 marks each- **20 marks** in all.
 - (b) Exercises and project work- **15 marks**.
 - (c) Participation in classroom activities and attainments therein – **5 marks**.
 - (d) Attendance in class – **10 marks**, with a requirement of at least 75% attendance.
6. The guidelines above are only indicative, and ABs will have to design their assessment tools to make the assessment indicative of the standards of the candidates.



Appendix 'I'

(Refers to Para 51 of Protocol on Accreditation of ABs and Certification)

