



Durga Devi Charitable Trust

## ASSESSMENT COMPLAINT POLICY



Durga Skills, near Spandan Hospital, Garravkendra, Mathura,

Isapur Khadar, Uttar Pradesh 281003

Website - <https://durgaskills.in/>

## ASSESSMENT COMPLAINTS POLICY

### 1. Assessment Preparation

- The Durga Skills team (Corporate/Regional) will notify the assessor's regarding an upcoming assessment under normal circumstances at least 10 days before the assessment by phone and email.
- The assessor has a period of 24 hours to confirm acceptance of the assessment. Once accepted the
- assessor CANNOT reject the assessment. Two or more instances of rejection post acceptance of assessment may result in disciplinary action or disbarment from Durga Skill with intimation to the SSC. Durga Skill will take into consideration extenuating circumstances with supported documents.
- Assessor must confirm readiness in all aspects to Durga Skill corporate office 24 hours before the scheduled assessment. Following information must be complied with:-
  - o Address is available.
  - o Contact has been made with the TP.
  - o Batch details are available.
  - o Attendance Sheet, Result Summary Sheet, Question paper, feedback forms and any other important documents should be ready and available.
  - o Online assessment: Logins have been received and tested.
  - o Tablet assessment: Data has been imported and tested on each tablet.
  - o Tablets must be fully charged and should be in working condition.

### 2. Assessment Execution

#### 2.1 Upon Arrival Procedures

- Assessor to arrive at the training center at least 30 min. prior to the given time.
- Inform Durga Skill upon arrival at training center. Assessor to take a picture of himself with training centre at the background and send it corporate office. Picture(s) to be date and time stamped.
- Assessor to send their geographical coordinates (Geo-Tagging through app).
- In case of delay in arrival, assessor to inform Durga Skill & TP. Delay should be avoided at all times but in case you are late due to unforeseen circumstances proper explanation must be provided.
- In case center is not ready to commence the assessment on time, inform Palmary and wait for further instructions. Provide an update to Palmary on regular interval until the assessment starts or you receive instructions from corporate office.
- Center Location: The assessment MUST be conducted at the address given on the portal / as provided by the SSC or Durga Skill. Change of venue is not permitted unless instructions are received from Durga Skill after getting confirmation from SSC. If any request is received from the TP, ask them to seek approval from SSC.
- Assessor to validate or examine the training centre, classrooms, labs, tools & equipments as per the guidelines by taking pictures & videos of the centre.

## 2.2 Pre-Assessment Process

- Conduct a pre-assessment briefing with the center manager, trainer and staff.
- Conduct a pre-assessment orientation to the candidates/trainees.
- Report any lack of infrastructure or substandard condition immediately to Durga Skill.
- Attendance
  - o Capture attendance for each candidate on attendance sheet and verify each candidate by checking their govt. approved ID. Get the attendance sheet signed & stamped by TP. Attendance & ID to be captured on the technology. Incase android app is not working then photo of each candidate must be taken along with their ID's.
  - o Original ID proof must be validated. In case, a photocopy is provided or ID is not available, inform Durga skill and wait for instructions. DO NOT conduct assessment for candidates without ID proof/photocopy until get confirmation from Durga Skill.
  - o Validate training attendance and obtain a copy of the training center attendance sheet. Any candidate with less than 70% attendance should not be permitted to attend the assessment.
  - o Take batch photograph with all candidates and assessor. Incase all candidates are not available then batch photographs must be taken in parts. All candidates must be a part of the group photographs. Preferably take a batch photo with the institute "Sign Board" and scheme banner at the background.
- Validation of scheme posters outside the centre and in the classrooms.
- Verification of Candidates through TP's enrollment form, Bio-metric attendance.

## 2.3 During Assessment

- Candidates must be seated at a distance apart to prevent cheating. Distributed Documents to be carried in sealed envelope.
- Online / Tablet based assessments: One login at a time per device.
- Do not allow any talking or exchange of any kind during assessment.
- No trainers should be present in the assessment area or allowed to interact with candidates during the assessment. Report any violations immediately to Palmary.
- Start the assessment with theory exam followed by practical/ viva.
- In case of online/ tab based assessment, parallel conduct theory (by proctor) and practical (by assessor).
- Capture videos / photographs of the assessment.

- Following documents to be captured/collected and must be shared with Durga Skill within TAT:-

S. No	Details	TAT (Turn Around Time)	
		Soft Copy	Hard Copy
1	Answer sheets for every trainee ( NA for Online)	NA	15 DAYS
2	Attendance sheet	Same Day	15 DAYS
3	Annexure M / Assessor Feedback Form	Same Day	15 DAYS
4	Trainee Feedback Forms	Same Day	15 DAYS
5	VTP Feedback Form	Same Day	15 DAYS
6	Code of Conduct	Same Day	15 DAYS
7	Assessment Checklist	Same Day	15 DAYS
8	Pictures / Videos	Same Day	15 DAYS
Remarks			
All documents must be counter signed by the Assessor, Trainer, Trainee and TP as applicable.			
Hard copies must be sent to Palmary head office within TAT.			
Scanned copies must be uploaded on google drive in accordance with the storage guidelines			

S.No.	Details	TAT
1	Attendance photo at the start of the batch.	Start of Assessment
2	Attendance photo at the end of the batch.	End of Assessment
3	Offline-Photo of each candidate holding their ID card.	Same Day
4	Batch photo of all trainees standing in a group in front of the training center board. Outside the training center, Inside training center, Training room, Practical lab, Field, Scheme banner.	Same Day
5	Photos at random time during the assessment.	Same Day
6	Video 2 minute-Outside the training center, Inside training center, Training room, Practical lab, Field.	Same Day
7	Video 1 minute-At the time of the batch photograph .	Same Day
8	Video 2 minutes-To be captured of theory and practical exam being conducted every 1 hr of the assessment - Max 4 videos= 4 Minutes .	Same Day
* Technology Platform must be used for starting and ending.		
* Photographs and Videos must be clear and must show all candidates.		

## 2.4 Post – Assessment

- Ensure the following documents have been collected and signed by the TP as appropriate
  - o Assessment attendance sheet
  - o Training attendance sheet, enrolment forms, Bio-metric attendance
  - o Answer sheets, trainee feedback, assessor feedback and VTP feedback
- Inform Durga Skill upon completion of assessment on Assessment Helpline.
- Assessor to take a picture of himself/herself with training centre at the background and send it corporate office. Picture(s) to be date and time stamped.
- Assessor to send their geographical coordinates (Geo-Tagging through app).
- Results must be checked and shared with Palmary within 24 hrs. from the date of assessment.
- Hard copies of all documents must be delivered to Palmary office within 15 days from the date of assessment.
- Scanned copies of the supporting documents, pictures and videos must be shared with Durga Skill on a Google drive as per above TAT.

## 3. Assessor Conduct

### 3.1 Dress Code

- The assessment is a formal function and assessor must appear to be professional and command respect.
- The assessor must wear a Formal Shirt, Formal Trouser, Shirt must be tucked in, Belt, Formal black or Brown/Black shoes.
- Ladies must wear a formal suit/ saree/pant suit as preferred.

### 3.2 Behavior

- Behave in a professional and co-operative manner.
- Do not engage in any kind of loose talk, argument, use of foul language at any time.
- Be patient with the candidates, remember they are the customers and they must have a good assessment experience.

### 3.3 Escalations

- Do not take any decisions outside the defined guidelines or protocols as defined.
- Escalate to Durga Skill in case you face any problem at any time on the Assessor Helpline or report to senior officials incase assessment coordinator is not reachable.

### 3.4 Safety and Security Your safety at all times is our utmost priority and we will support you at all times.

- Do not operate in any unsafe environment or unsafe machinery.
- In case you face with any kind of harassment such as aggressive behavior. Please report it immediately to Durga Skill.
- In case you feel you are in any kind of danger or feel threatened, immediately leave the TP premises and report to Durga Skill and SSC at the first opportunity.

#### 4. Malpractice

- Durga Skill is one of the leading assessing bodies and is known for integrity in execution of the assessments at the highest of service levels. As an assessor with Durga Skill you are our representative and expected to execute assessments in an exemplary manner with the highest of integrity and always meet the established SLA's. All training centers are equipped with video and audio recording and evidence provided will be used for action.

S. No	Details	Severity
1	Delay in submitting results, supporting documents, photographs and videos	1
2	Delay in arriving at the testing center	1
3	Change of assessment date without intimation from Palmary	2
4	Change of assessment venue without intimation from Palmary	2
5	Misbehaving with candidates or training partner	2
6	Delay in submitting results, supporting documents, photographs and videos	2
7	Conduct of assessments in an unrealistic short time	2
8	Releasing of question paper before the assessment to candidates or TP	3
9	Colluding with TP to conduct assessment without visiting the center	3
10	Failure to arrive at test center in time or not at all	3
11	Facilitating cheating on assessments	3
12	Demanding or accepting bribes from the Training Partner	4

Severity	Consequences
1	Dip in ratings
	Reduction in work assigned
	Temporary disbarment from Durga Skill
	Permanent disbarment from Durga Skill in case of repeated SLA infringements
2	Temporary disbarment from Durga Skill Permanent disbarment from Palmary
	Permanent disbarment from Durga Skill
3	Blacklisting with SSC & Durga Skill
	Permanent disbarment from Durga Skill
4	Blacklisting with SSC & Durga Skill
	Incident report sent to all Assessing Bodies
	FIR will be lodged against the assessor

ASSESSOR HELPLINE (FOR SUPPORTING ASSESSORS): 9999685902

ASSESSMENT HELPLINE (ASSESSMENT RELATED ISSUES): 8595919150 / 011-

27045903

5. Assessor declaration:

I have read and understood the Assessment compliance policy and confirm that I will comply with the laid out requirements as well as accept the established consequences of any malpractice.

Date:

Name of Assessor:

Address:

Mobile:

Email:

Job Role Certified:

Signature:

\*Note: "Assessment Compliance Policy for Assessors" to be signed by all assessors and shared with Durga Skill. Assessors who have not signed and agreed to this policy will not be engaged with the assessments.

