



Durga Devi Charitable Trust

## ASSESSMENT PROCESS SOP



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Website - <https://durgaskills.in>

## ASSESSMENT PROCESS SOP

### About Assessment

Assessment is the process of collecting evidence and making judgments about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

Quality assessment underpins the credibility of the vocational education and training sector.

The objective of the assessment is to assess the learning outcomes by assessing the Knowledge, skills, understanding and application aspects that may be required to attain a particular competency. The assessments will suit and match the levels prescribed by NSQF for the particular job role.

### Pre-Assessment

1. Hiring of Assessor as per the [Assessor on-boarding process SOP](#).
2. Verify the Assessor documents as per the [Assessors Documents Verification SOP](#).
3. Develop the Question Paper/Question Bank as per the Qualification Pack (QP), NSQF Level and guidelines/blueprint shared by the Awarding Body (AB).
4. Palmary Content Team review the Question Paper/Question Bank developed by the SMEs & Submit it to AB for approval.
5. Hiring of Proctor as per the [Proctor on-boarding process SOP](#).
6. Batch allocated by the Awarding Body (AB) for the assessment.
7. Check for the availability of Question Bank/Question Paper & TOA certified Assessor for the particular qualification pack (QP), Location & Date of Assessment.
8. Check for the availability of Proctor with required number of TABs for the smooth execution of assessment. We prefer 33% of TABs of the total number of eligible candidates for assessment.
9. If the details in Points 2 & 3 are satisfactory, share the batch acceptance acknowledgment with the Awarding Body (AB) on the same day and add the batch details to the Palmary Management System (PMS) software.
10. If the details in Points 2 & 3 are not satisfactory, inform the AB via phone call and reject the batch with a reason provided in an email on the same day.

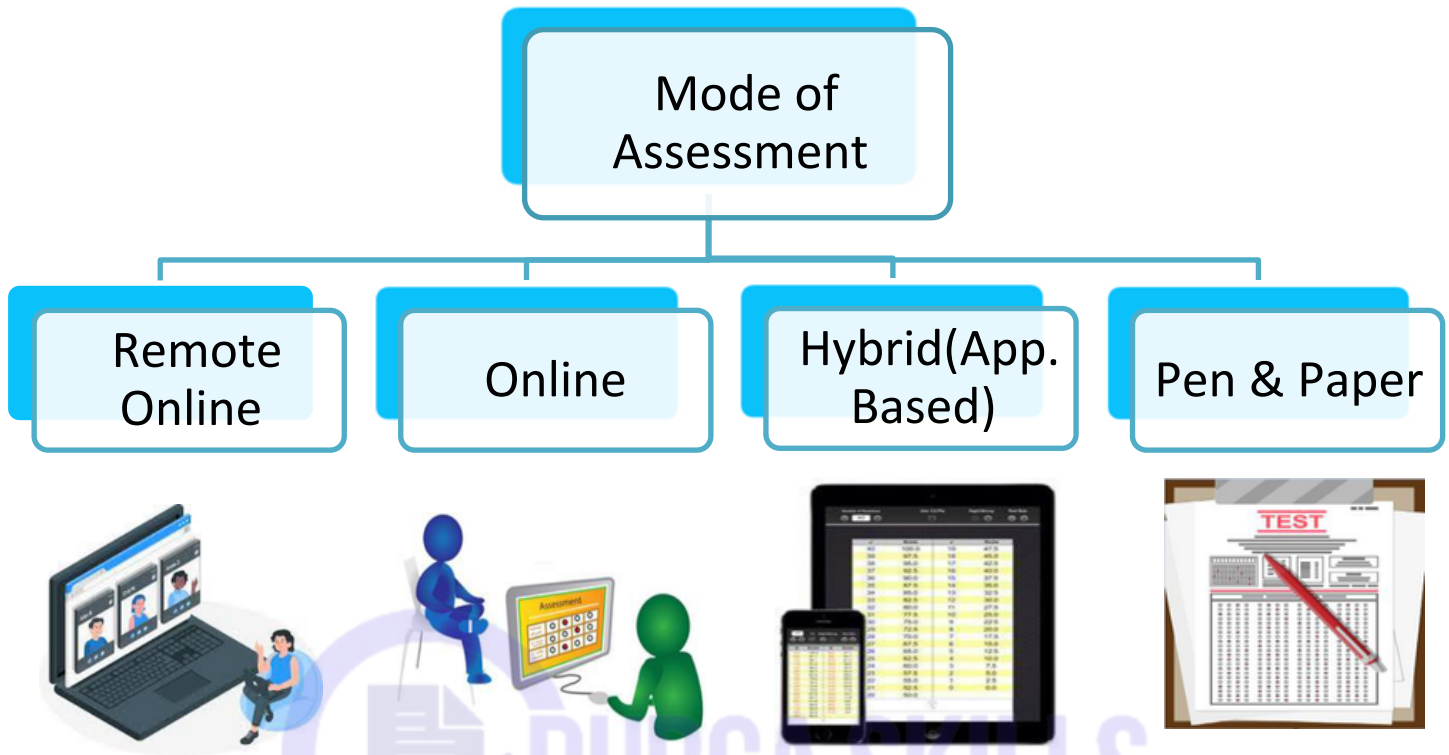
11. Confirmation call & email to the Vocational Training Partner (VTP) with in 24hours of the batch allocation from AB.
12. Send assessment alignment email to Assessor & take confirmation from Assessor over the email.
13. Once assessor is confirmed, assign the Batch to the Assessor on the PMS & the Skill India Digital Hub (SIDH), if Batch is available on SIDH required.
14. Request the assessor to accept the batch from the SIDH, if applicable.
15. Send Assessment Schedule email to VTP with Assessment process, confirmed Assessment Date, TOA Certified Assessors & Proctor details.
16. Take VTP confirmation on the Assessment Schedule email.
17. For Capital & Goods SSC, we share the details of raw material & Tools required for Practical Assessment.
18. Check the eligible candidates details as per the training attendance according to the scheme guidelines. In case AEBAS (Aadhar Enabled Biometric Attendance System) Batches (<https://central.skillattendance.ac.in/>) , Check the eligible candidates details from the Central Skill Portal.

Scheme	Eligibility Criteria
PKMVY 4.0	70% of the total number of Days & 50% of the total training hours
PMKVY 3.0	70% of the total number of Days
DDU-GKY	75% of the total number of Days
UPSDM	70% of the total number of Days
MoT	80% of the total number of Days

#Eligibility criteria checked as per the scheme guidelines.

19. Share the eligible candidates' details with VTP.
20. Share the Batch, Assessor, Proctor & Mode of assessment details with IT Department for the batch scheduling on Assessment Platform.

## 21. Mode of Assessment -



**Remote Online** - Assessments conducted entirely remotely. Candidates can take the assessment from any location with internet access. Real-time proctoring and monitoring to ensure integrity.

**Online** - Assessments conducted online, typically in a controlled environment such as a computer lab or training center. Proctoring can be automated or in-person to ensure compliance with testing protocols.

**Hybrid (Application Based)** - Mobile Application – does not need concurrent internet connectivity. This method is used to conduct the assessment at remote location with poor or zero internet connectivity. Assessment details are preloaded into the device (Mobile/TABs). Post Assessment sinks the candidates' response into the server whenever device comes into internet connectivity zone.

**OMR Sheet or Pen & Paper** - Traditional method of assessment using physical paper and pen. Conducted in a controlled environment such as a classroom or testing center. Physical handling of test materials.

### Mode of Assessment Delivery

Depending on the needs across the 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:

- Requirement of an Assessor (physically present, remotely present, or not present),
- Requirement of a Proctor (physically present, remotely present, or not present),
- Internet availability at assessment location,
- Requirement of domain infrastructure, equipment & tools for practical skills assessment,
- Digital literacy (ability to use WhatsApp, Email, Excel etc) level of candidates to be Assessed,
- Availability of technological solution (infrastructure or software) for administration of Assessment.

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

- I. Remoteonline assessments
- II. Centre-based digital assessments

Mode	No	Description	Assessor	Proctor	Internet
Remote Assessment (online)	1	Applicable for Job roles for which competency can be assessed online and auto scored (preferred for cases where there is no requirement of domain infrastructure for assessment)	No	Yes (remote)	Online
	2	Applicable for Job roles for which competency can be assessed online and scored remotely by an assessor.	Yes (remote)	Yes (remote)	Online
Centre Based Digital Assessment (Online or offline)	3	Applicable for Job roles for which domain infrastructure may be required for assessment – to be assessed by an Assessor on-ground supported by Proctor (if required)	Yes (on-ground)	Optional	Online or Offline
	4	Applicable for Job roles for which competency can be assessed online and auto-scored	No	Yes (on-ground)	Online or Offline

	5	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
Center based non-digital assessment	6	Case wherein theoretical knowledge is assessed using the Pen & Paper and Practical skills are assessed by the Assessor.	Yes (on-ground)	Optional	Offline

22. Preparation of assessment documents such as Assessment Attendance Sheet, Result Sheet, Feedback Forms, Checklist, Code of Conduct, and Question Paper (for Pen & Paper assessment).

23. Share assessment documents and encrypted, time-restricted login credentials with the assessor at least 2 days before the assessment.

\* Note – Please do not mark VTP or SSC in mails when sending question paper with Assessor.

24. Coordinate with VTP SPOC 1 day before the assessment via phone and confirm the assessment plan as per the scheduled date.

25. Coordinate with Assessor 1 day before the assessment via phone and orientation of Assessor on Assessment process.

#### During-Assessment

26. Contact the assessor around 8-9 AM or 1-2 hours before the scheduled assessment time to confirm their whereabouts and estimated arrival time at center.

27. If Assessor is delayed from the scheduled assessment time, coordinate with TP SPOC & informed about the situation while looping in the AB.

28. Assessor shares a Beginning of the Day (BOD) photo in front of the center with VTP branding visible in the background.

29. Durga Skills Monitoring randomly ask the Assessor to share their live location through WhatsApp or Google Map to check the assessment is conducted on the same location or not, as per the center address available on the SIDH.

30. Assessor checks the center infrastructure & availability of Tools and tackles for the practical assessment.

31. If Tools & Tackle are unavailable at training center, inform the Durga Skills Monitoring Team or Operations Manager immediately.
32. Durga Skills Operation Manager informs the unavailability of Tools & Tackle to AB & takes action as per the instructions of AB.
33. Assessor check the Trainer's identity card & ToT certificate
34. The assessor collects and shares the training attendance record with the Durga Skills Monitoring Team to identify eligible candidates as per scheme guidelines.
35. Assessor collects and shares the enrollment form with the Palmary Monitoring Team.
36. Assessor gives orientation about assessment & its process to the candidates.
37. The assessor authenticates candidates using a biometric device on the PMKVY application if the batch is PMKVY or AEBAS enabled, capturing screenshots of each successfully authenticated candidate and sharing them with the Palmary Monitoring Team.
38. For Non-PMKVY batches, Assessor authenticates the candidate with their original Aadhar Card or any alternate Govt. ID card such as PAN Card, Voter Card, or Driving License etc.
39. Assessor share the candidates photo with Aadhar Card with Palmary Monitoring Team for the cross verification.
40. Durga Skills Monitoring Team makes a video call to assessor to check the number of available & eligible candidate in the batch, randomly speaking with 1 or 2 candidates in batch.
41. For Pan & Paper Mode of Assessment, Assessor distributes the Question Paper and OMR Sheets to Candidates for Theory Assessment. Capture the photos & videos and share the same with Durga Skills Monitoring Team.
42. For online Assessment, Assessor or Proctor assist the candidate to login into their assessment on Laptop/Computer/Mobile/TAB. Capture the photos & videos and share the same with Palmary Monitoring Team.
43. For candidates unable to read properly, the theory exam is taken as a viva with ticking done by the assessor (recorded by video), capturing photos and videos and sharing them with the Palmary Monitoring Team.
44. Assessor conducts the outcome-based practical assessment as per the Qualification Pack (QP). Record the complete video and share the same with Palmary Monitoring Team.
45. Assessor conducts the Viva Assessment as per the Qualification Pack (QP). Record the complete video and share the same with Palmary Monitoring Team.

46. Assessor takes the candidate signature on the Assessment Attendance sheet in Theory & Practical column during the Theory & Practical Assessment respectively.
47. Assessor takes the confirmation from the Palmary Monitoring team on the completion of Assessment on assessment platform.
48. Capture the group photo, which shows all candidate, assessor, trainer & Center SPOC. Ensure that any person in the group photo other than the candidates holds a tag displaying their role.

#### Post-Assessment

49. Collect the required documents from the training center as mentioned below:
  - Assessment Attendance Sheet
  - Result Sheet / Practical Sheet in case of Pen & Paper mode of Assessment.
  - Assessor Feedback Form
  - Candidate Feedback Form
  - TP Feedback Form
  - Code of Conduct
  - Assessment Checklist
  - Candidates Aadhaar Card photocopy
  - Enrollment Form
  - Training Attendance record in case on non AEBAS Batch
50. Share the Assessments evidences as per the checklist with Palmary Monitoring Team on the same day of assessment before leaving the assessment location.
51. Take the confirmation over the call or WhatsApp from the Palmary Monitoring Team before leaving the center.
52. Click the assessor End of the Day (EOD) photo in front of the center and share it with the Palmary Monitoring Team.
53. Monitoring Team on the same day update the status of the assessment evidences received from the assessor in PMS.
54. On the next day of Assessment, Monitoring Team download the batch evidences and store the same in Folder renamed with Batch ID and segregating the evidence into
  - Photos
  - Videos

- Documents
- Candidates Authentication Photo
- Result & Attendance Sheet

55. Upload the Assessment evidences within 24 hours Zoho Workdrive where Batches are stored Sector wise, Financial Year wise, and Month wise.

56. Durga Skills Internal Quality Assurance team audit the assessment evidences with in next 24 hours after uploading by the Assessment Monitoring Team.

57. Within 48-72 Hours of Assessment (i.e., on the 2nd or 3rd day), prepare and share the batch result with the AB in the required format, including the assessment attendance sheet and assessment evidence Zoho Workdrive link. Same day result will be published on the SIDH or any other portal as per the AB or Scheme guidelines.

#### Assessment Documents (Hard Copy)

58. Assessor collect the assessment documents in the hard copy on the day of assessment as mentioned at point number 49 of this SOP.

59. Assessors are required to submit hard copies within 15 days of the assessment date via courier or by hand at the Durga Skills Head Office. If the assessor fails to do so, the Operations Manager sends a reminder email for hard copy submission with batch details fortnightly on every 2nd and 4th Saturday of the month.

60. Durga Skills Quality Assurance Team checks & validates the assessment documents hard copy of the records submitted by the Assessor. QA Team submits the documents to Record department after validating the assessment documents.

61. Record Department Maintain traceable and retrievable records. Assessment documents hard copy are maintained properly in store room with appropriate tagging – Sector, Financial Year, Month & Batch ID wise.

#### Assessment & Assessor Invoicing

62. Durga Skills Accounts Team cross verifies the Candidates count from PMS, Assessment Attendance Sheet & SIDH while preparing the assessment invoices.

63. Durga Skills Accounts Team prepare the bills for the last month assessed batches as per the Sector/Scheme/Batch and submit the both Soft & Hard copies to AB before 10<sup>th</sup> of the Month.

For example bills for the month of January will be submitted to AB by 10<sup>th</sup> of February.  
#Invoice submission date may be change as per the AB guidelines.

64. Assessor bills are booked against the batches assessed in the last month.
65. Assessor payment will be released within 60 days from the date of assessment subject to receiving of all assessment documents both soft & hard copies.

#### Regular Review

66. A weekly operations review meeting, led by the COO, discussion of challenges, and decision-making regarding a specific project. The meeting aims to review progress, ensure quality assurance, identify obstacles, and make necessary adjustments to ensure the project remains on track.
67. A fortnightly review meeting, led by the CEO, is convened to strategize business growth, evaluate market opportunities, and address challenges in expanding the organization.

