



Durga Devi Charitable Trust

ASSESSOR SUSPENSION & BLACKLISTING POLICY

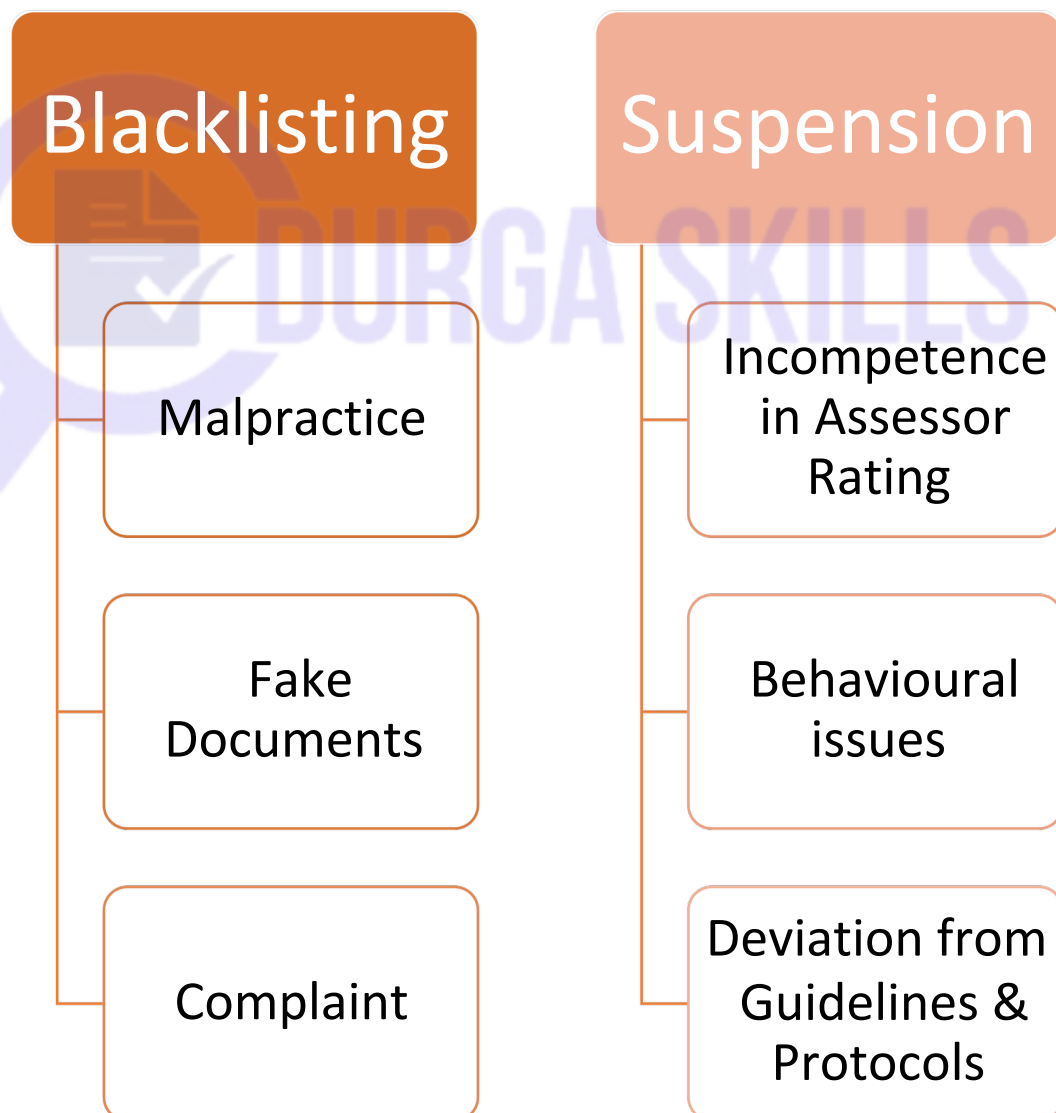


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Khadar, Uttar Pradesh 281003
Website - <https://durgaskills.in>

ASSESSOR SUSPENSION & BLACKLISTING POLICY

Suspension can be a temporary measure that may be implemented while an investigation is ongoing, or it may be imposed as a disciplinary action. The length of suspension may depend on the severity of the violation or misconduct, and the assessor may be required to complete additional training or take corrective action before being allowed to resume assessment duties.

Blacklisting, on the other hand, is a more severe action that may be taken if an assessor has engaged in serious misconduct or repeatedly failed to meet assessment standards. If found guilty based on the investigation carried out, then we sent a request to respective AB with all evidence to blacklist the assessor from Skill Ecosystem.



- 1) Behavioural issues
 - a) Ethics and Integrity.
 - b) Favouritism done based on gender, religion, cast and creed.
- 2) Deviation from guidelines & protocols
 - a) Not reaching for assessment at all.
 - b) Last minute denial of assessment.
 - c) Assessment not conducted as per laid out process / procedure of NSDC / SSC / AB / Project / Scheme.
 - d) Performance issue.
- 3) Malpractice
 - a) Demand of monetary benefit from any stakeholder.
 - b) Demand of any services/favours from TP / Trainer / Candidate / AB.
- 4) Conflict of Interest
 - a) A situation in which a person is in a position to derive personal benefit from actions or decisions made in their capacity.
 - b) Any deviation in the documents during background check such as fake documents provided.
 - c) Misuse of any confidential documents of AB.
- 5) Complaint from third party
 - a) Complaint from Training Provider / Trainer.
 - b) Complaint from SSC.
 - c) Complaint from Candidates.

Process

- Above all mentioned concerns are audited by quality team for each batch before, during and after assessment.
- If any deviation is found then matter is transferred to Audit committee.
- A detailed investigation is carried out where all the assessment evidences are closely monitored.
All the documents are checked such as Assessment documents, Assessor
- Feedback, TP Feedback, and Code of Conduct. Calls logs are checked for any report of any issue.

Feedback is taken from all the stakeholders – Assessor, Training Provider, Proctor and Candidates.
- Clarification is sought from the assessor.
- If found guilty based on the investigation carried out, then we sent a request to respective Sector Skill Council (SSC) with all evidence to blacklist the assessor.
- Same in our records are also updated for the future references.
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